warfighter.dla.mil is a secure, online order fulfillment and robust information system. It offers 24/7 ordering convenience, a cutting-edge, photo-filled catalog and a user-friendly supply system that accelerates the logistics process and minimizes customer wait time. Specialty shops, which are mini-catalogs tailored to specific demographic groups, identify unique shopping needs and make error-free ordering a reality. warfighter.dla.mil's main catalog is open and accessible for "window shopping", research or for finding just the right item. Searches can be simple or advanced, entering keyword, description, national stock number, military specification number, or procurement grouping code. Searches can also be tailored to the using service (s). Reusable shopping carts support online ordering, which is restricted to authorized, registered users.

For registered users, warfighter.dla.mil accepts orders for either regular or special measurement clothing / footwear. It provides stock on hand, item manager notes (Virtual Page Application), requisition and shipment status, delivery information, and also accepts online submissions and tracking of Supply Discrepancy Reports. Our Legacy System Interface program is a powerful management tool that allows registered users to obtain or download information on their requisitioning history, or that of their subordinate units, for inclusion in their own systems.

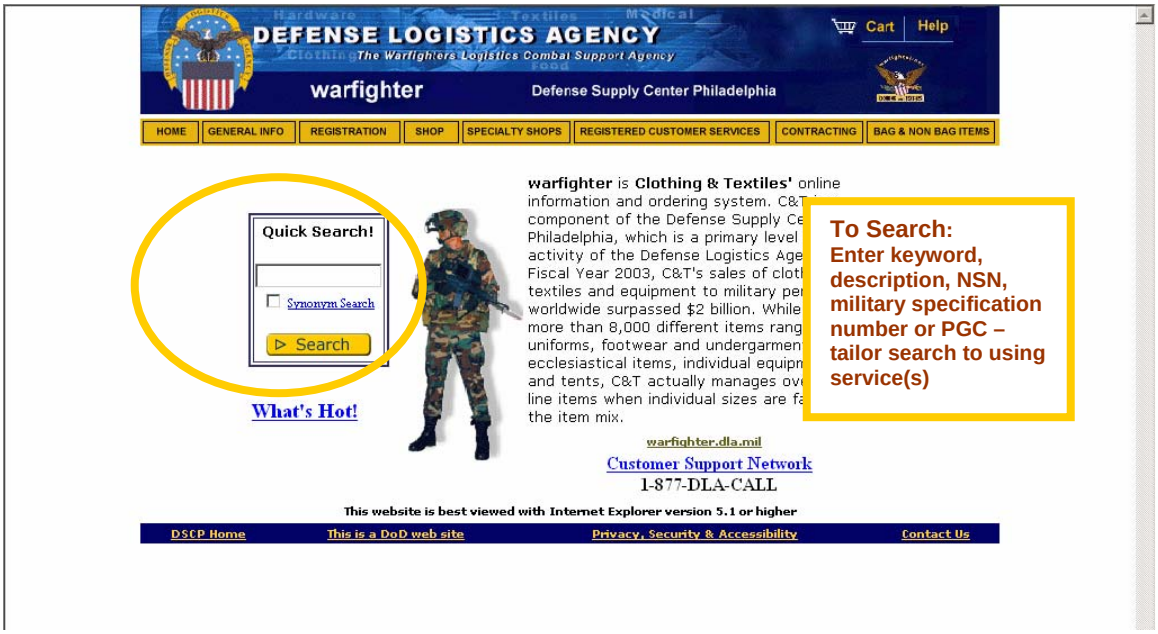
For now warfighter.dla.mil accepts multiple methods of payment: MILSBILLS and Government purchase cards. Our next release will allow the acceptance of personal credit cards from authorized customers who have been validated through the Defense Enrollment Eligibility Reporting System (DEERS).

Information abounds on the web site. warfighter.dla.mil provides extensive item information: description, specification number, quantity unit pack, Universal Product Code, and using services. Contact information for specific item data is also provided. Past users may remember finding item manager names, phone numbers and email addresses but they have been eliminated for security reasons. For users' information, assistance and immediacy of convenience, all required customer online data entries are directly linked to the Online DLA Customer Assistance Handbook. For those with technical needs, customers will find wide-ranging, specific information on Clothing & Textile's shelf life items, including information on expired or extended shelf life items, on The Shelf Life Page.

Specialty Shops, our popular and extensively-used mini-catalogs, cater to such diverse groups as chaplains, law enforcement officials, Army and Navy aviators, combat vehicle crewmen, users of physical fitness uniforms, extreme cold weather clothing system items, regular footwear and boots, special measurement and orthopedic footwear and boots. Complete needs for Army, Air Force and Marine Corps Reserve Officer Training Corps (ROTC) are found in the Specialty Shop section under ROTC Market Baskets. BaseCamp, one of our most popular specialty shops, provides a catalog and comprehensive technical repository for all of our tentage and related items. Our newest shop covers a wide range of items used for Operation Enduring Freedom.

warfighter.dla.mil encourages customer feedback, promising all a review and rapid response. All customer comments and related replies receive top-level management review. Many web site additions and refinements are directly traceable to customer comments. Click on "General Information" to find the C&T feedback email link.

warfighter.dla.mil Main Menu Bar
Home Page



Welcome to the warfighter.dla.mil web site. This segment of the manual describes the multiple functions of the Home Page and walks you through the general headings. From this page, you have a full range of options: registration, research, browsing or shopping.

At the very top right of this page you'll see two "fast clicks": "Cart" and "Help", which will appear consistently throughout the site at that same location.

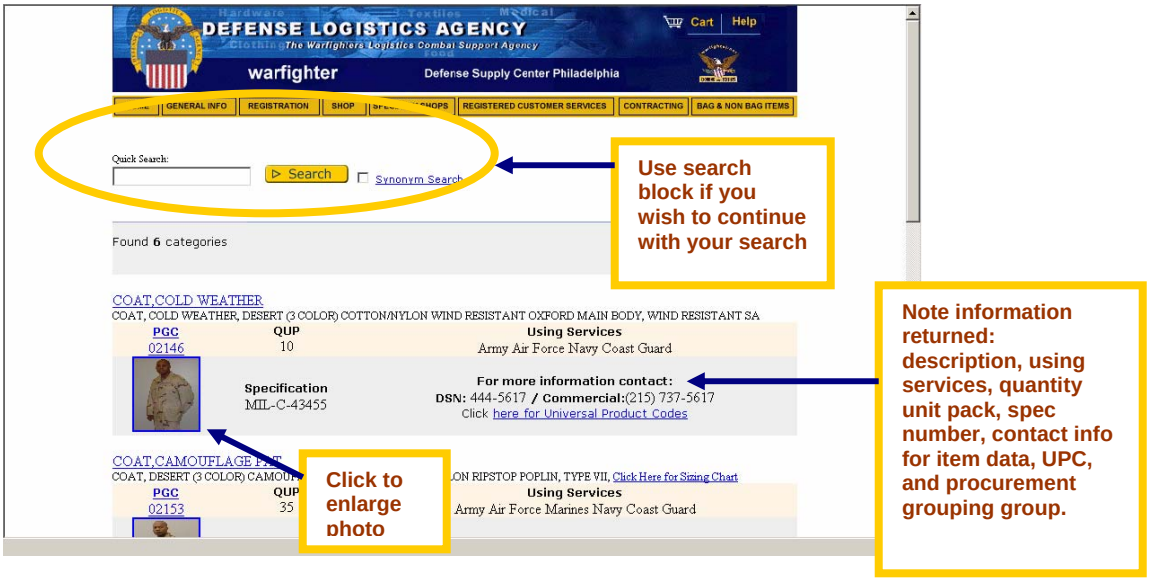
The gold bar displays warfighter.dla.mil's main menu, which will also appear on page headings throughout the site, to help you navigate easily. Here you will find the following categories: Home, General Information, Registration, Shop, Specialty Shops, Registered Customer Services, Contracting and Bag and non-Bag. As you move your mouse over each category, individual drop down menus will appear.

From the Home Page, you can window shop or browse our catalog using the "Quick Search!" function. You can enter a keyword, e.g., coat; description, e.g. coat desert; tailor by using service(s), e.g., coat desert Army Air Force; a national stock number, e.g., 8415-01-327-5315; a procurement grouping code, e.g., 02153, or a military specification number, e.g., 44048.

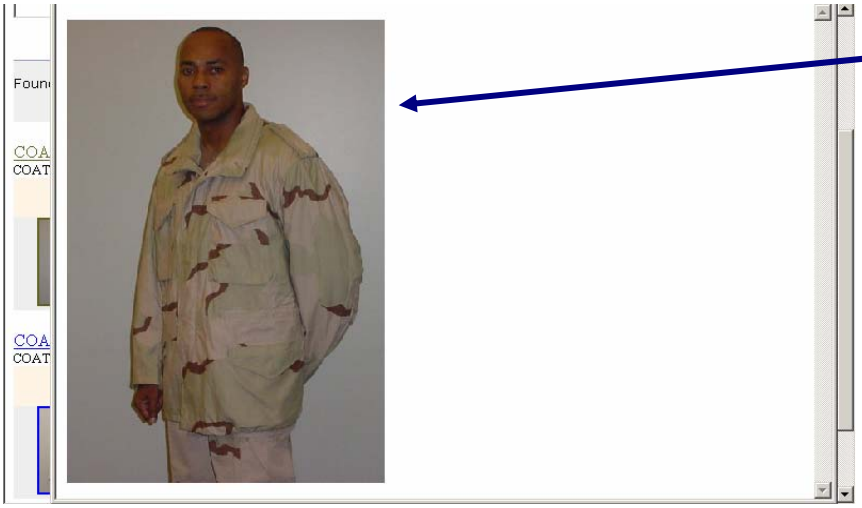
Be sure to check out "What's Hot!" each time you visit warfighter.dla.mil. In addition to special interest items, you will also find the latest edition of Clothing & Textiles' monthly newsletter called ***The Clothesline***, which is your best source of information on new items, special price reductions, problem items, estimated get-well dates and for some problem items, some great substitutes. Smart shoppers consider ***The Clothesline*** required reading. Past issues, as well as the current issue, can be found on the main menu under "General Information".

warfighter.dla.mil
Quick Search!

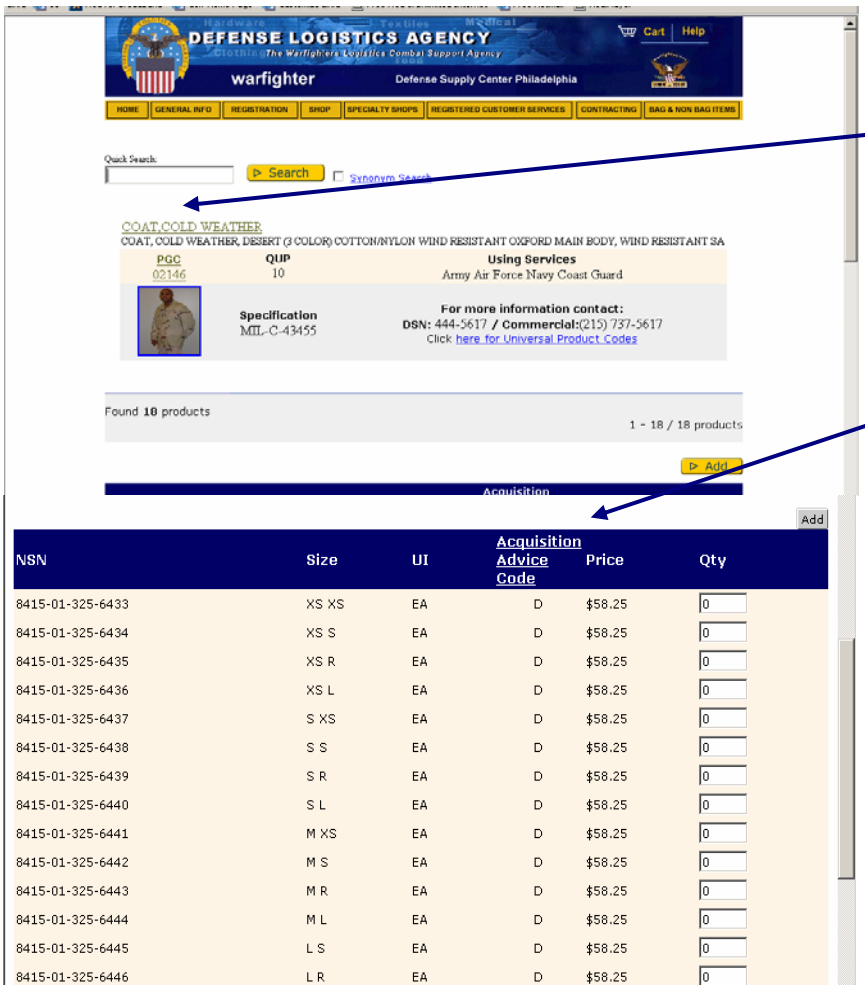
warfighter.dla.mil's main catalog is open to all and accessible for "window shopping", research or for finding just the right item. Search results return extensive item information: description, specification number, quantity unit pack, Universal Product Code, using services, and contact data for specific item information. warfighter.dla.mil's search function is easy to use and provides the customer with many search options. To use the "Quick Search!" function enter a keyword, e.g., coat; or a description, e.g. coat desert; or tailor search by using service(s), e.g., coat desert Army Air Force; or a national stock number, e.g., 8415-01-327-5315; or a procurement grouping code, e.g., 02153, or a military specification number, e.g., 44048. In the above example, we entered *coat desert Army Air Force*.



warfighter.dla.mil
Quick Search!, continued:

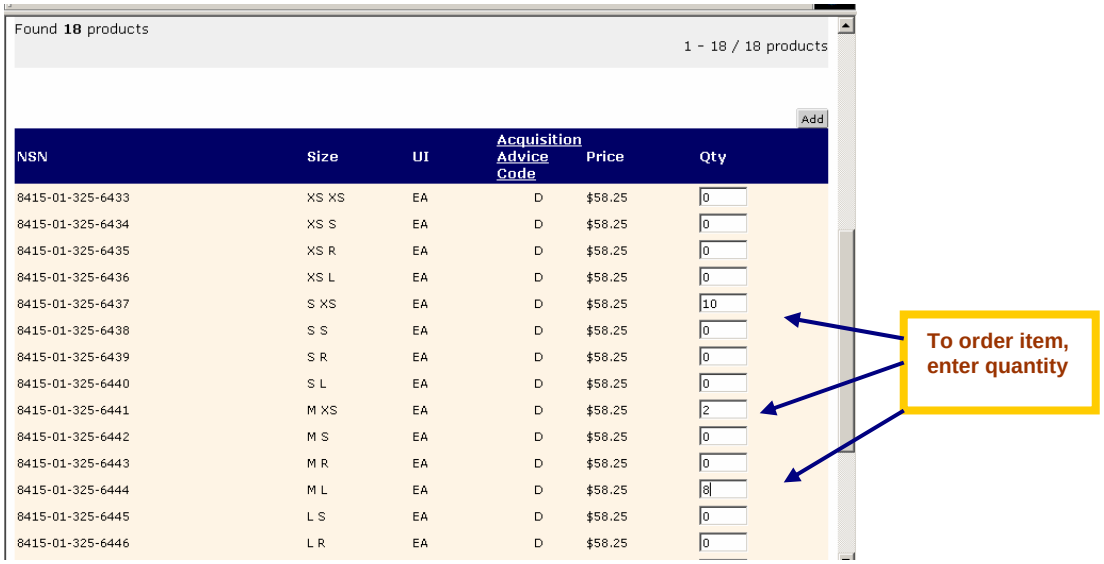


Click to reduce photo



By clicking on item name, warfighter.dla.mil will return detailed item information: you will see all NSNs, sizes, unit of issue, acquisition advice code (AAC) and price. Underlined entries such as AAC may be clicked for additional information.

warfighter.dla.mil
Quick Search!, continued:



As indicated above, you must be registered to place an order. In addition to ordering, registered users have the ability to access other services, e.g., to retrieve requisition status and delivery / transportation information, to obtain item manager notes (Virtual Page Application), to download requisitioning information for you or your subordinates through the Legacy System Interface and to submit or track status for a Supply Discrepancy Report (formerly called a ROD). Access "Registration" at the main menu bar and follow the prompts. After you apply, you can order as soon as you receive an email confirming your registration. A confirmation is normally received within forty-eight hours. The registration confirmation will provide you with temporary password which you will change the first time you shop.

warfighter.dla.mil Main Menu Bar
General Information

The General Information drop-down menu supports the following:

- "About DSCP": Check here for organizational phone numbers, directions, Annual Reports, our history, acronyms and abbreviations and more.
- "About C&T": We provide some background on C&T, identify the Federal Supply Classes we manage and give you a link to our C&T Business Directory. Customer Feedback: Top C&T management reviews customer Feedback emails and related responses. We guarantee a prompt answer.
- ***The Clothesline***: Find current and past issues of C&T's monthly customers' newsletter, ***The Clothesline***, the smart shopper's best source of information on new items, special price reductions, problem items and estimated get-well dates and for some problem items, some great substitutes.
- Streamers, Guidons and Organizational Flags: Check here for Service-specific information on how to place item orders.
- Shelf Life Page: Click here to find a complete technical guide on C&T's shelf life items, testing results, expired items, manuals, etc.
- User Manual: Easy-to-use instructions on the warfighter.dla.mil web site, indexed by web page or topic, e.g., Quick Search Page, can be found here.
- Frequently Asked Questions (FAQs): Here's your first source for answers. FAQs provide comprehensive warfighter.dla.mil information. Click on individual FAQ to read response.
- C&T Business Directory: Lists all C&T's management positions and related phone numbers. Note: For security reasons, names are no longer provided.
- DLA Customer Assistance Handbook: This is a direct link to the Handbook. Note: Within warfighter.dla.mil, underlined areas are also linked to the Handbook for your quick and easy reference.

warfighter.dla.mil Main Menu Bar
Registration

Registration Menu Options:

User Registration: To shop on warfighter.dla.mil or to access specific functions such as requisition status, delivery status, legacy system interface, item manager notes (Virtual Page Application), or on-line submission of supply discrepancy reports, a user must be registered.

warfighter.dla.mil accepts registrations from federal customers having a DODAAC, who pay for their orders using MILSBILLS or a Government Purchase (credit) Card.

To register for an account with warfighter.dla.mil: Go to the main menu of the warfighter.dla.mil web site and click on “Registration”. Go to “User Registration” on the dropdown menu and follow the prompts. Customer information includes: name, organization, address, email address, commercial phone number, including area code, FAX and DODAAC. During the process, customers will also be prompted to input “Mother’s Maiden Name” as a security feature in case you forget your password. Any name or word, that you will remember, can be used here. MILSBILLS and Government credit card registrations require a valid Department of Defense Activity Address Code (DODAAC). All Government credit card registrations will automatically be registered for MILSBILLS usage. Government credit card registrations will accept two (2) credit cards per account. MILSBILLS accounts can register up to five (5) DODAACS online at the time of registration. More can be added by calling us at 1-800-US-CLOTH.

After all required data have been submitted, a screen will appear showing your user login id and a temporary password. Normally within forty-eight hours, you will receive an email confirmation that your registration has been reviewed and accepted by the warfighter.dla.mil system. As soon as you receive email confirmation that your registration has been accepted, logon to warfighter.dla.mil, change your temporary password, and you can start submitting your shopping carts. However, if your first order is for a special measurement item, there is a wait time of one day after you change your temporary password.

For now, all credit card users must contact us at 1-800-US-CLOTH to change information in your personal profile, such as, address, type of card and expiration month/year.

warfighter.dla.mil Main Menu Bar
Registration, continued:

NOTE: Users can set up their account to use either MILSBILLS or a Government Purchase Card as their preferred or default payment method. Users may change that preference by editing payment method for a specific shopping cart (entire order), during the ordering process.

Info on DODAACs and Passwords:

Department of Defense Activity Address Code (DODAAC): A DODAAC is a six-digit alphanumeric code that uniquely identifies your unit, activity or organization that has the authority to requisition and / or receive materiel. It supports the Defense Transportation Payment Program. The first digit is a service code (e.g., "N" represents the Navy), so many folks think of it as a five digit Activity Address Code. If you've ever submitted a requisition to us (or to another DoD purchasing activity), your DODAAC is the first 6 characters of the Document Number. There can be up to three distinct addresses associated with each DODAAC: the TAC1 (mailing address / mandatory); TAC2 (ship to (freight) address) and TAC3 (billing address). If there is no TAC2 present, warfighter.dla.mil will use TAC1 as the shipping address.

To request a DODAAC or to update/correct your information, contact your Service or Agency Point of Contact (POCs) at *http://www.dscr.dla.mil/PC9/G_info/dodaacservicepoints.htm*

Password creation: At registration you will be assigned a temporary, generic type password, which you will have to change when you logon to warfighter.dla.mil for the first time. Since warfighter.dla.mil is a military site, DOD password rules apply. All passwords must have at least 8 characters. Passwords must contain characters from at least three (3) of the following four (4) classes within the password: upper case letters, lower case letters, numbers and special characters. See below:

Description	Example
Upper case letters	A, B, C, …Z
Lower-case letters	a, b, c, …z
Numbers	0, 1, 2, … 9
Special Characters	Such as punctuation symbols (“.’:;?!?/)

Passwords may NOT contain your login name or any part of your full name. **Passwords will expire every 90 days** and the system will remember your last two (2) passwords, so they cannot be reused. Examples of valid passwords: Pxy999a or new4you# or not4Sale.

User Manual: warfighter.dla.mil’s online User Manual is also available here. Topics are indexed and hyper linked for your convenience.

Forgot Your Password: At registration you entered something known only to you: your mother’s maiden name or some other name. Should you forget your logon or password, click here or at the logon page where you will be prompted to enter that personal information you gave at registration. When verified, the system will provide needed data.

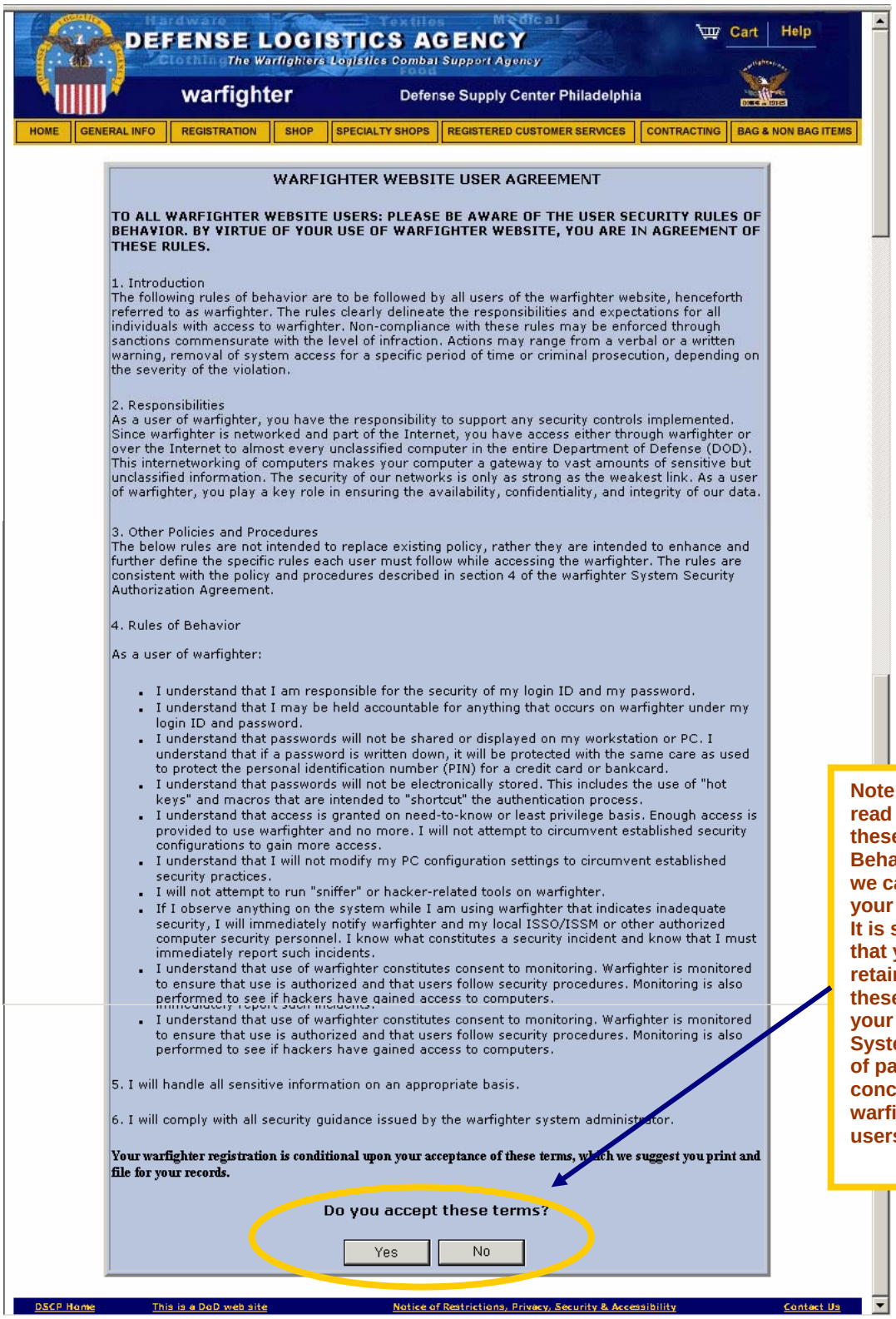
warfighter.dla.mil Main Menu Bar Registration
User Registration Process:

To shop or use special services, you must register.

Click on Registration.

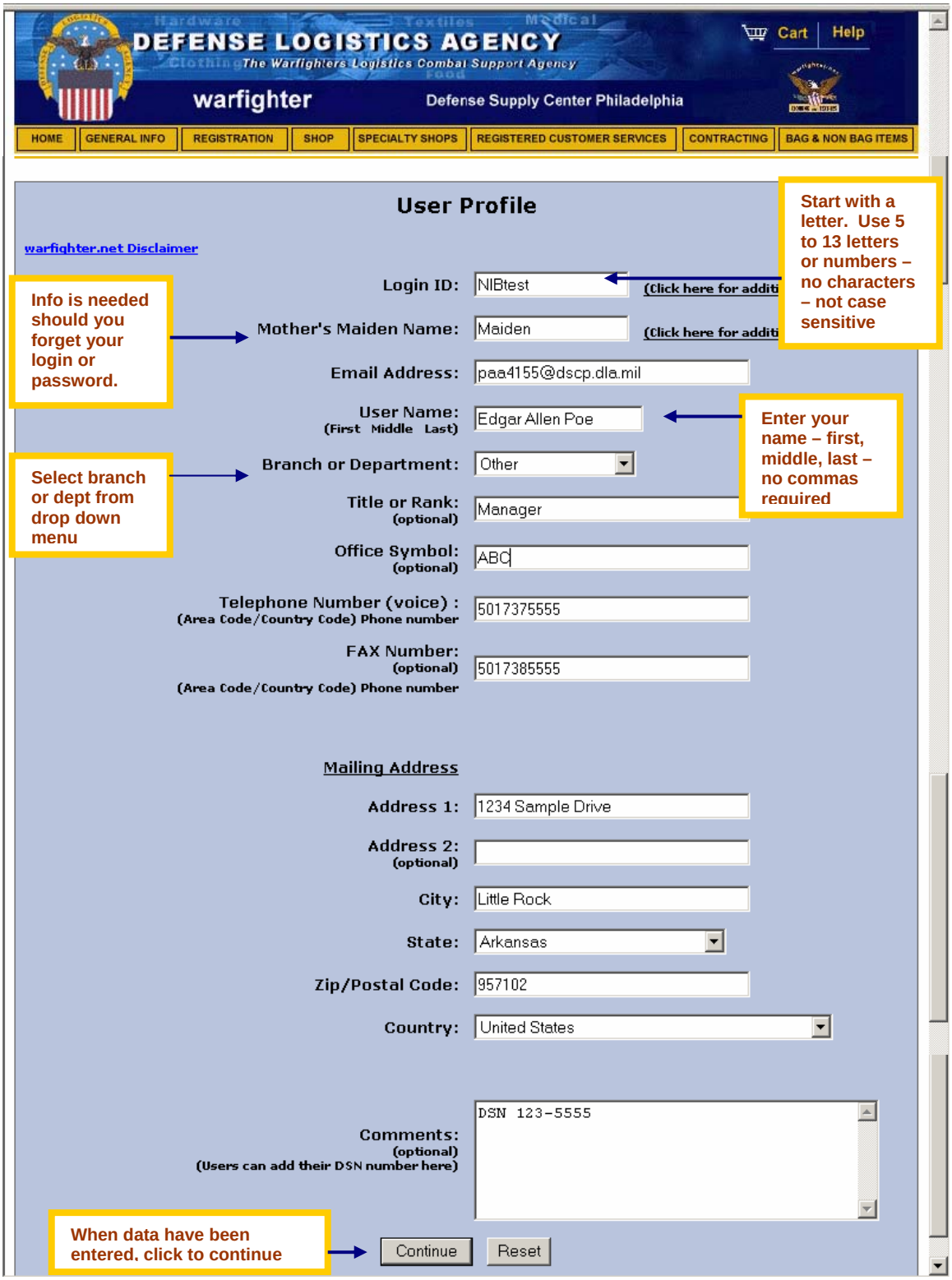
On dropdown menu, click on User Registration

warfighter.dla.mil Main Menu Bar Registration
User Registration Process –Mandatory Website User Agreement

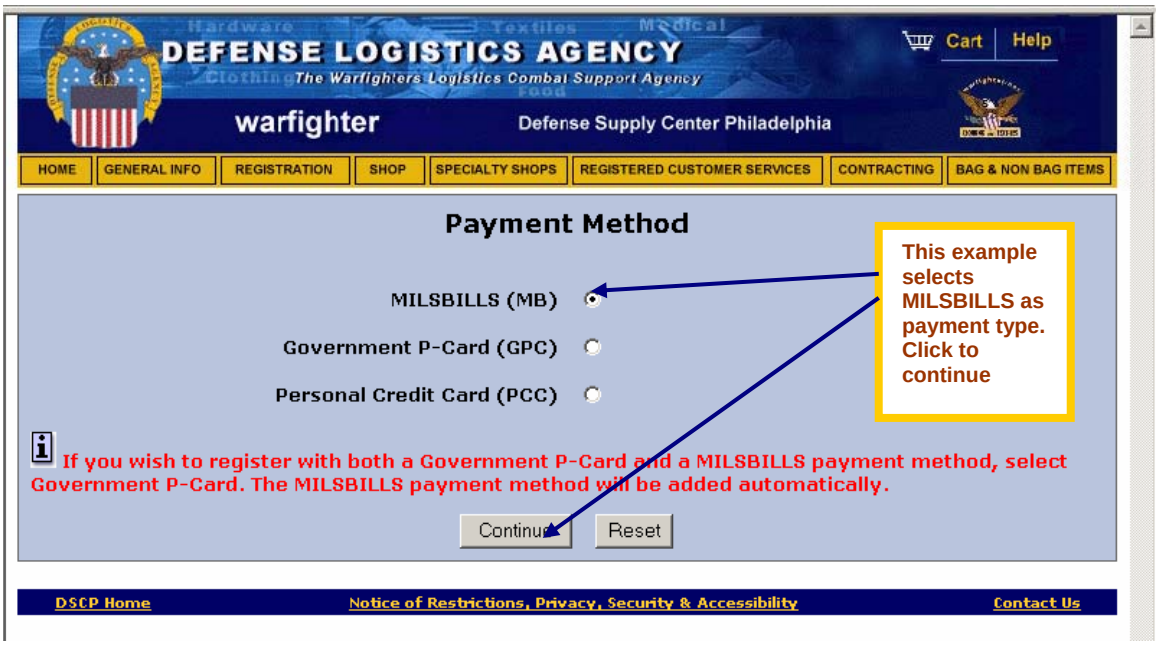


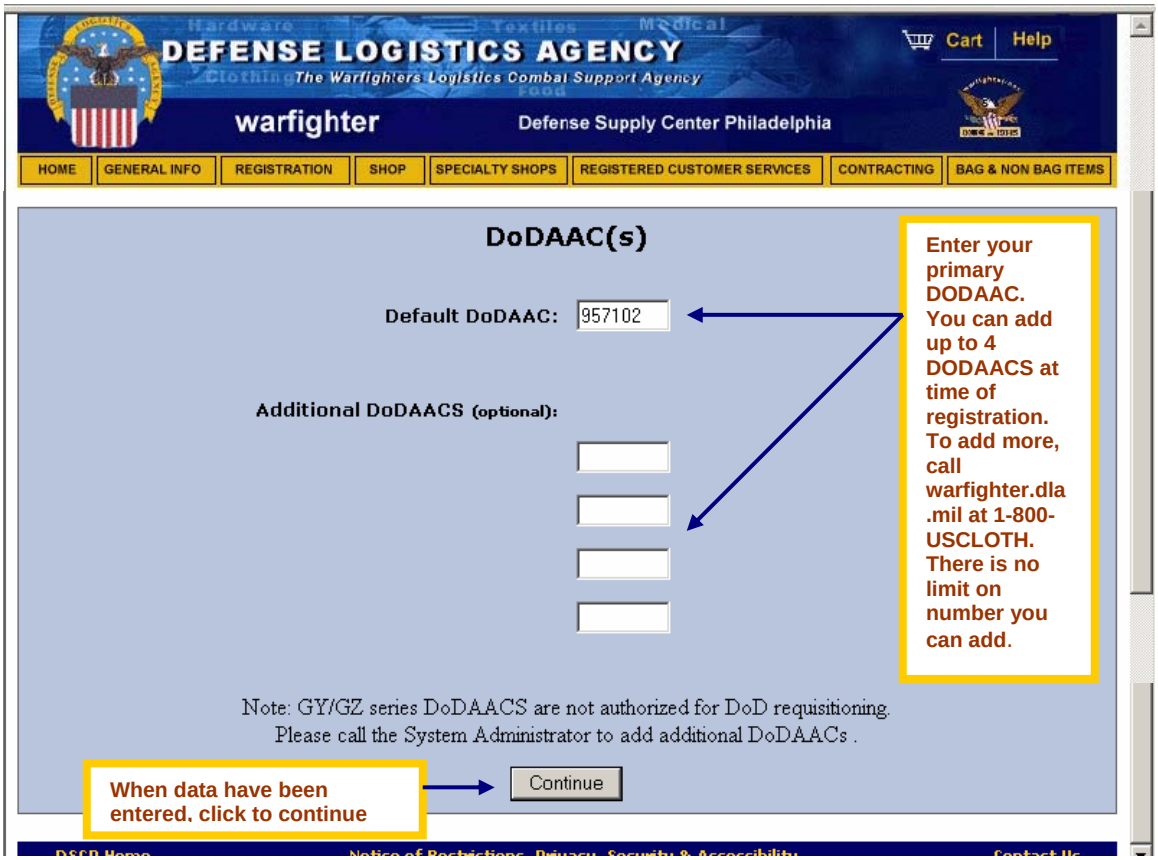
Note: You must read and agree to these Rules of Behavior before we can process your registration. It is suggested that you print and retain a copy of these Rules for your records. System security is of paramount concern to warfighter and its users.

warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- MILBILLS:

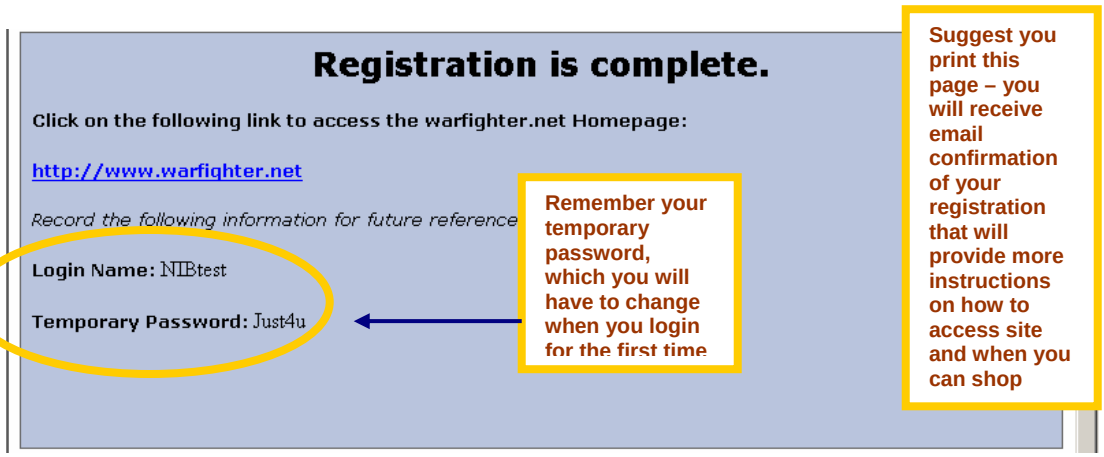


warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- MILBILLS:

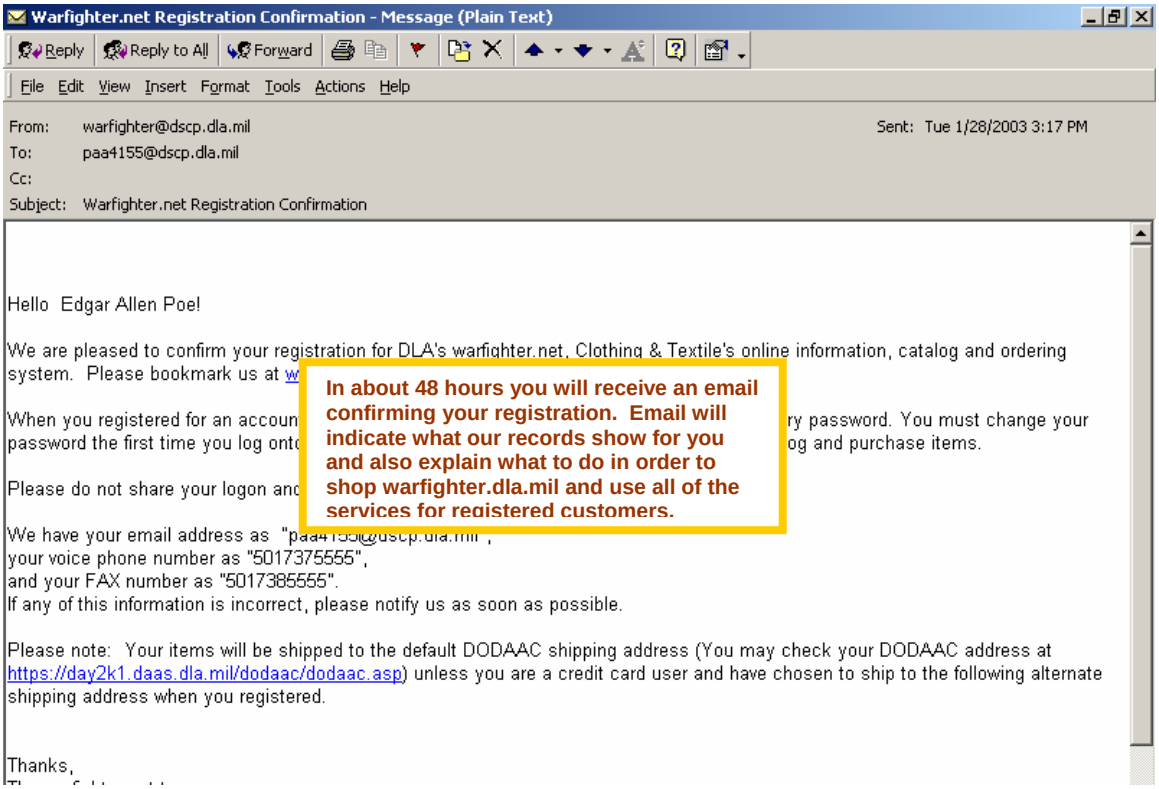




warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- MILBILLS:



warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- MILBILLS:

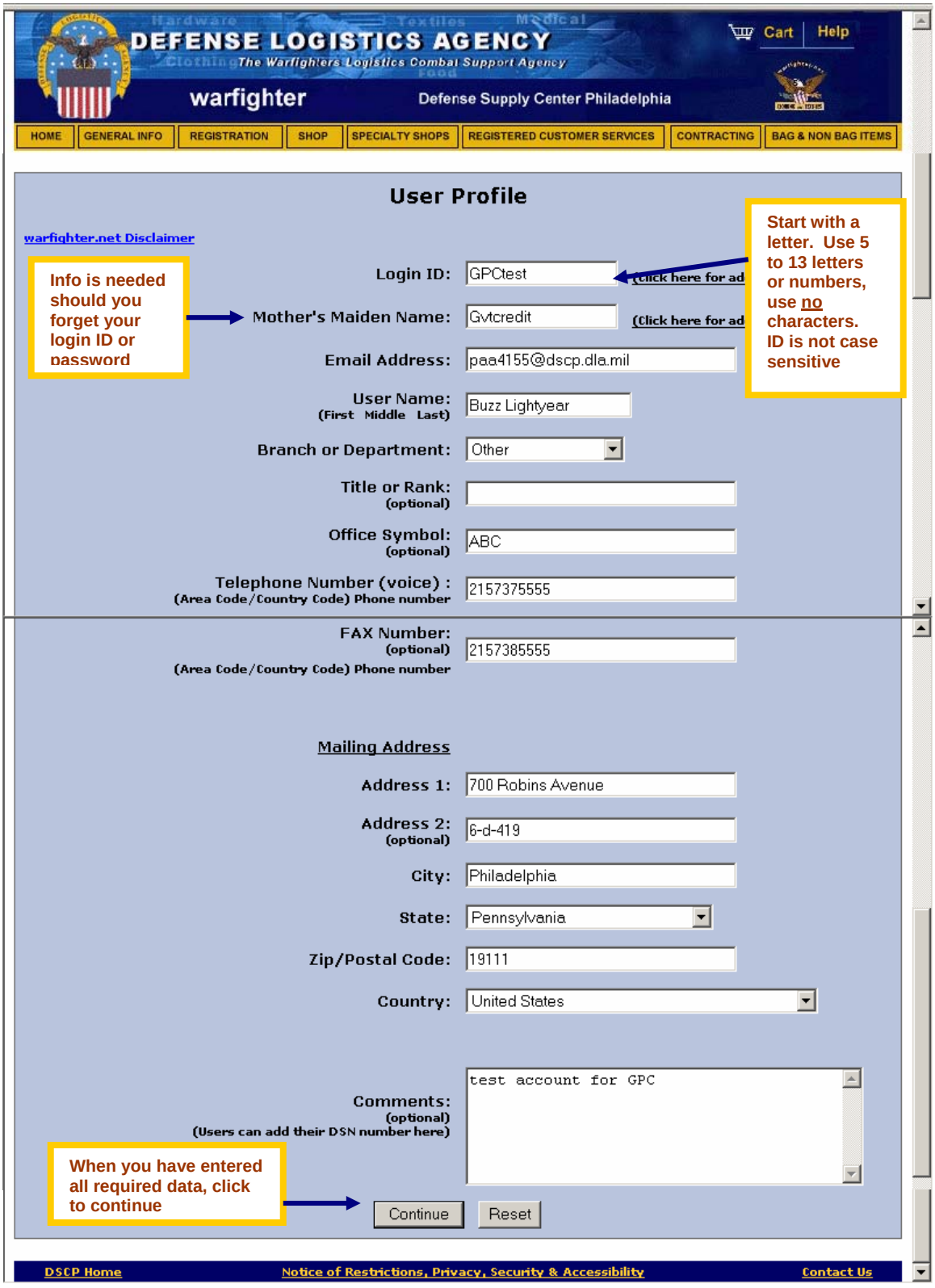


In about 48 hours you will receive an email confirming your registration. Email will indicate what our records show for you and also explain what to do in order to shop warfighter.dla.mil and use all of the services for registered customers.

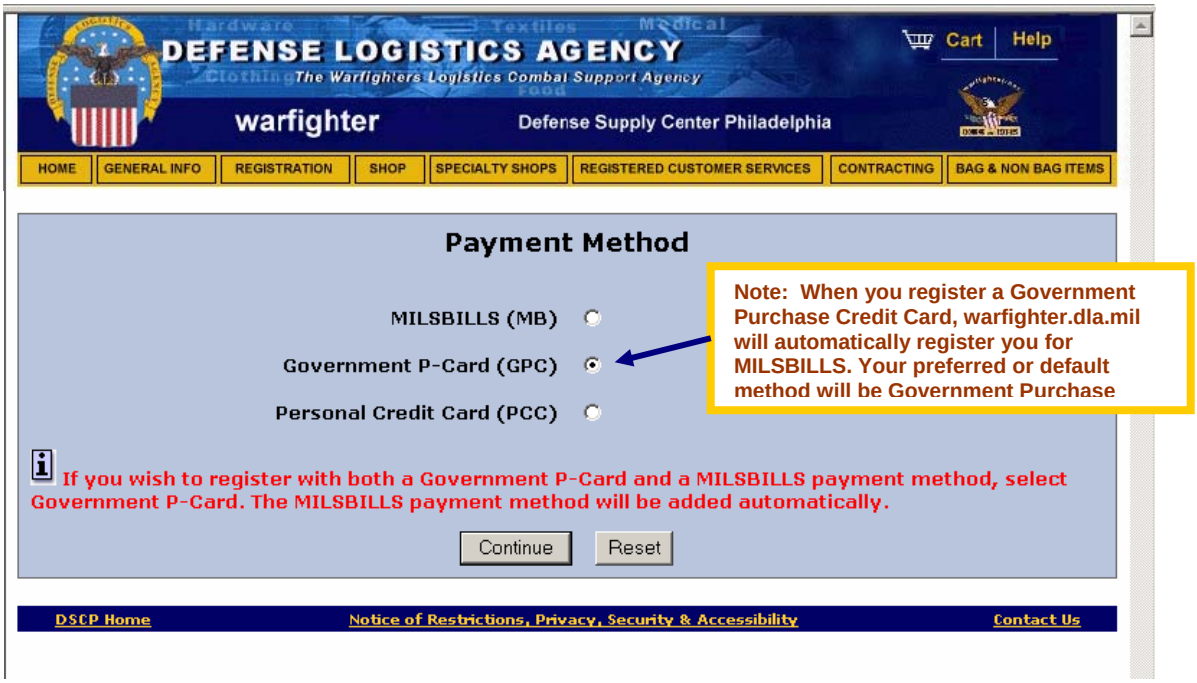
Follow the directions included in the email confirming your registration. Click on "Cart". Enter the Username you created and the temporary password you received when you registered.

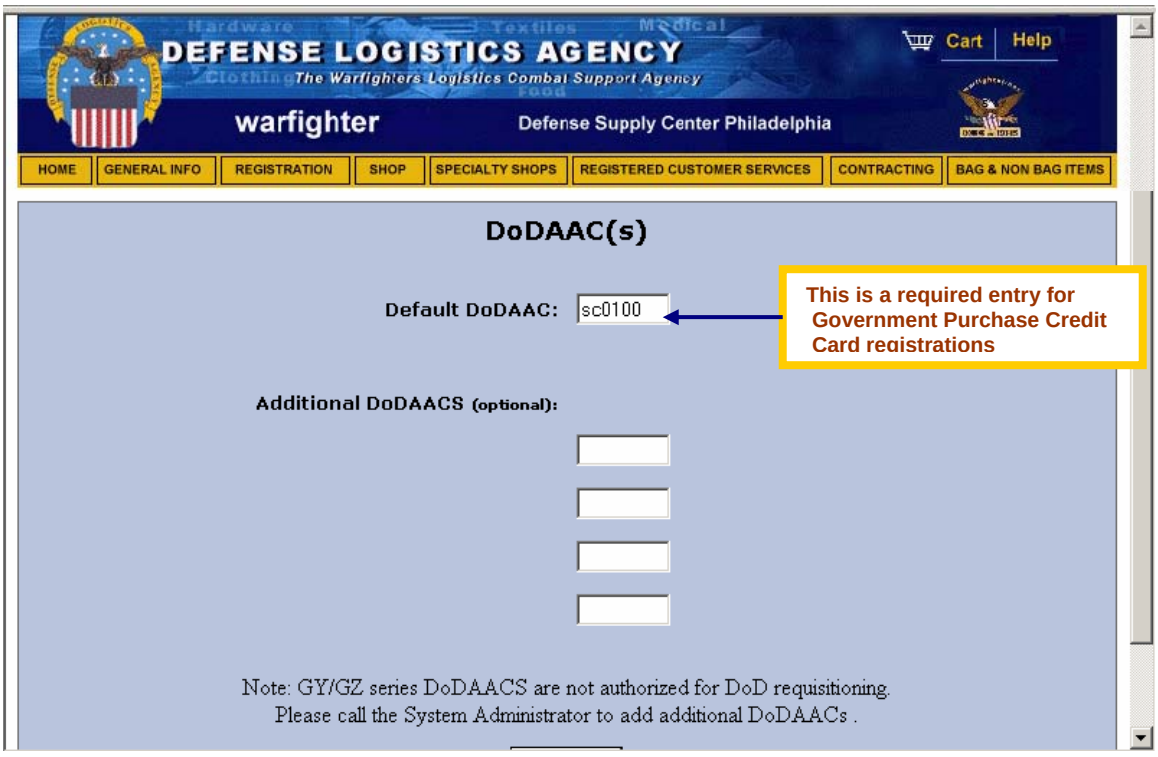
warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- MILBILLS:

warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- Government Purchase Card

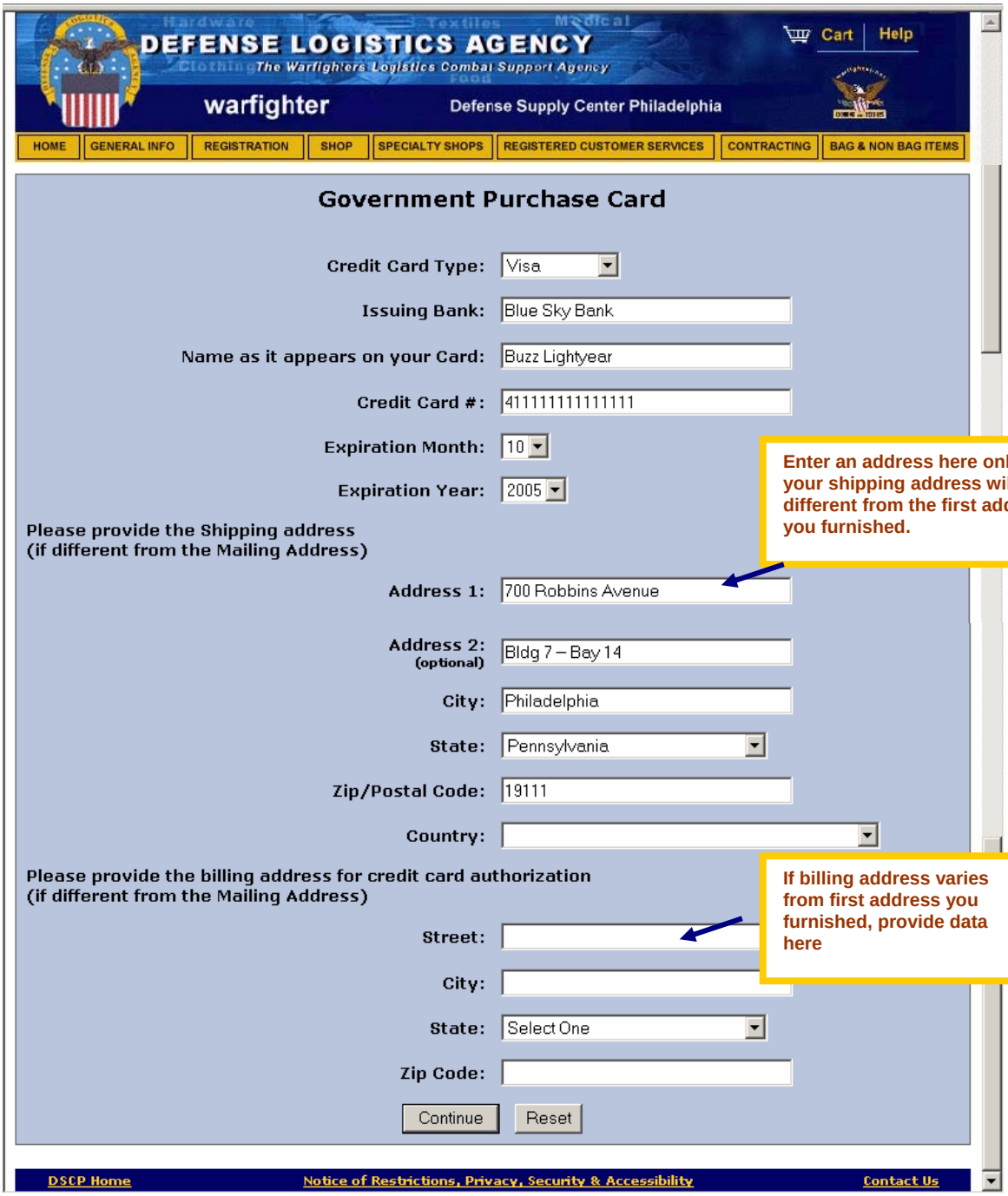


warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- Government Purchase Card, continued:

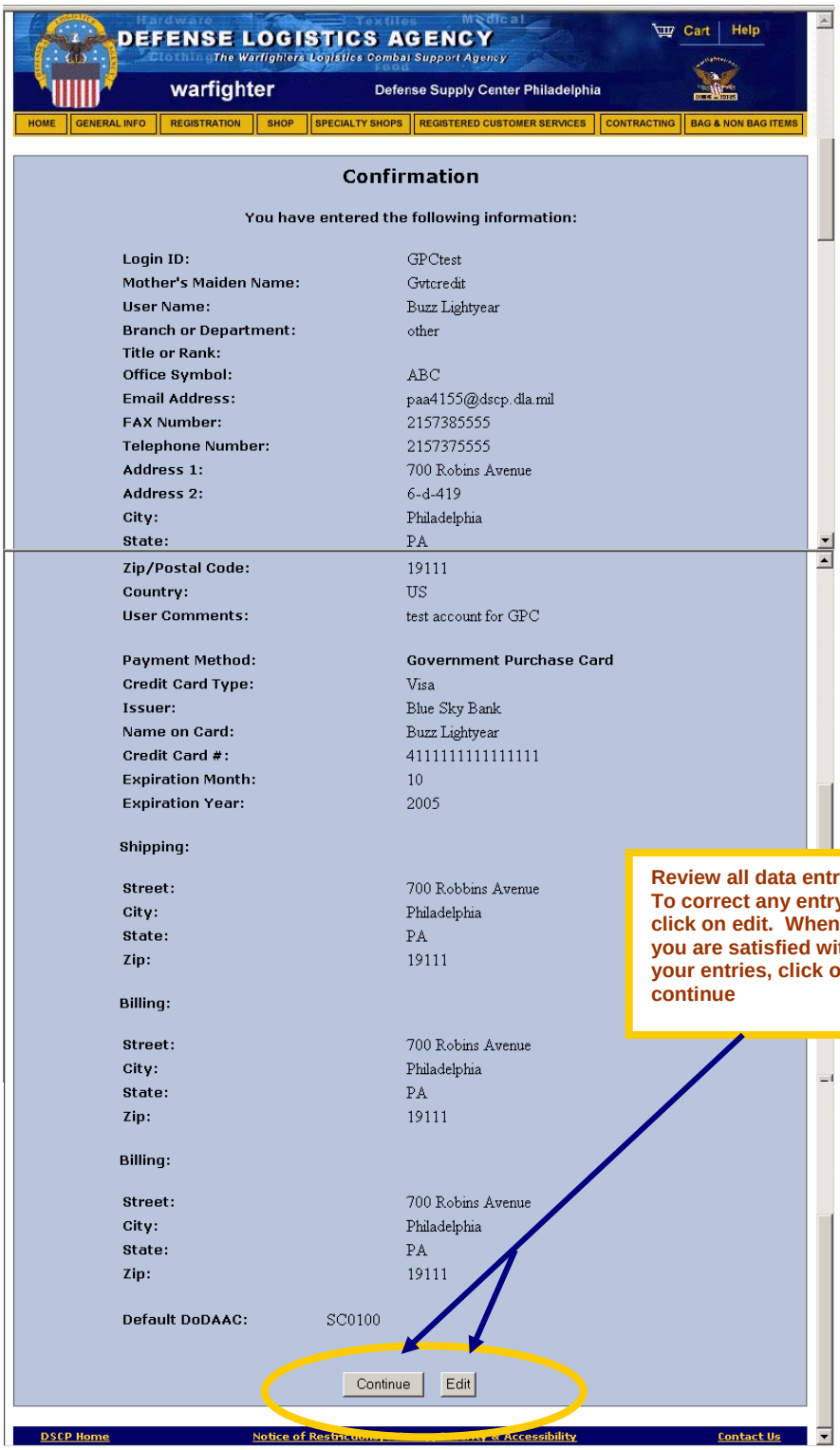




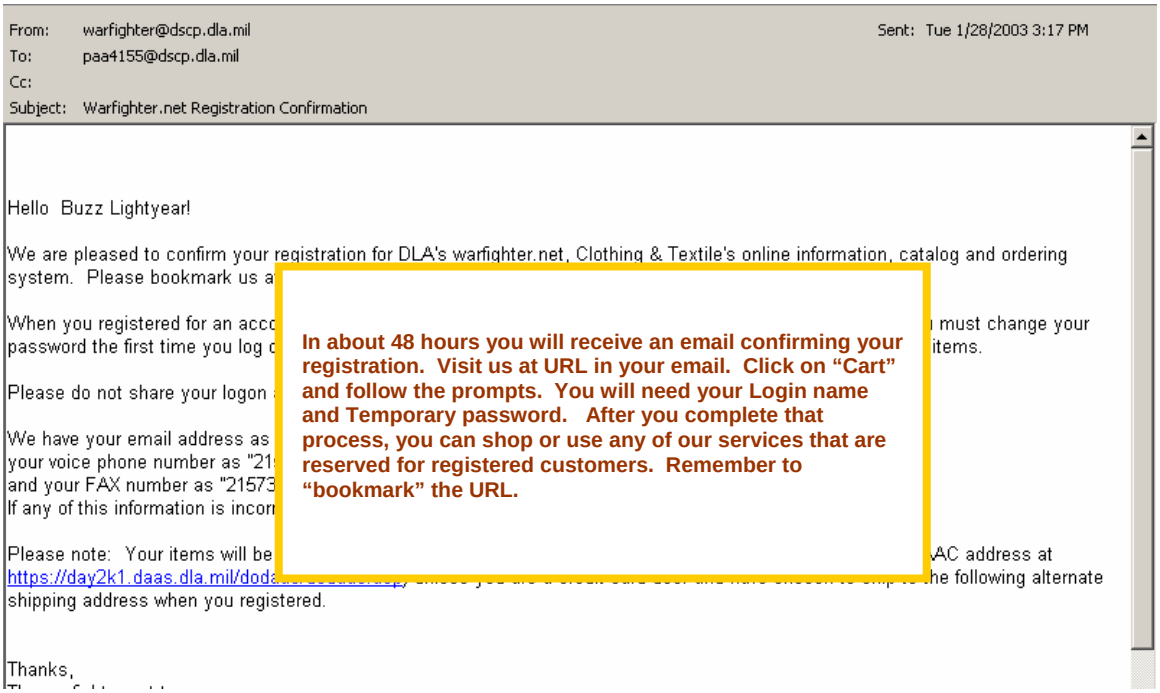
warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- Government Purchase Card, continued:



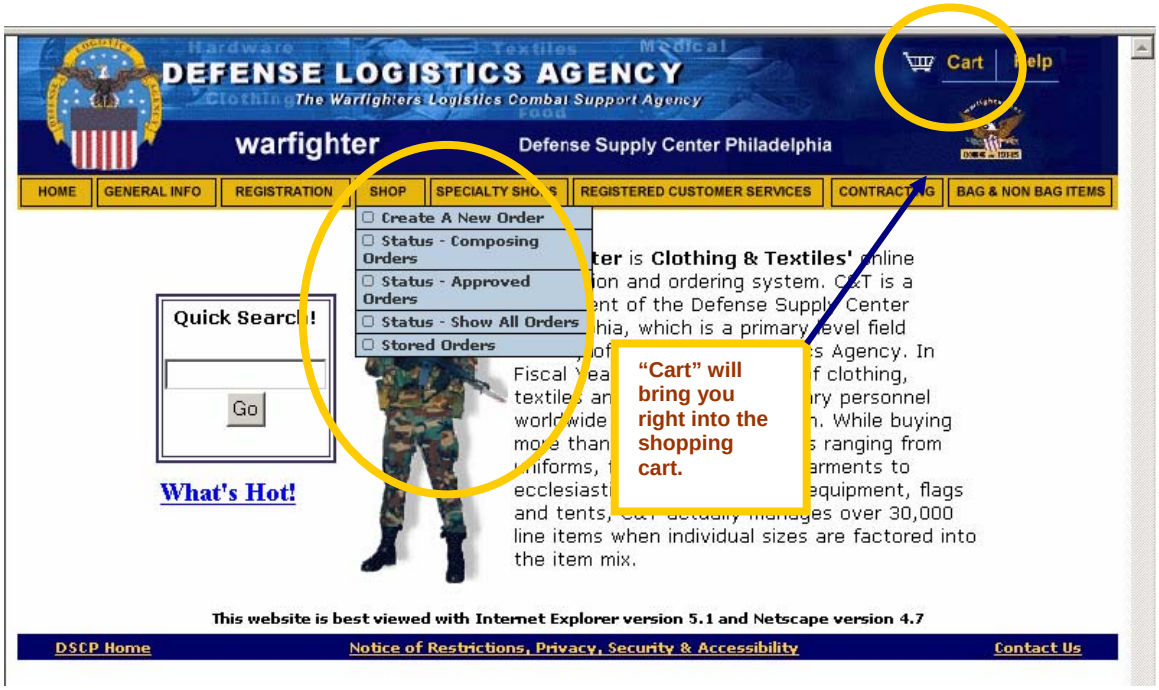
warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- Government Purchase Card, continued:



warfighter.dla.mil Main Menu Bar Registration
User Registration Process -- Government Purchase Card, continued:



warfighter.dla.mil Main Menu Bar
Shop – General Information



There are five selections on the Shop dropdown menu. The first, "Create New Order", facilitates putting together a brand new order or shopping cart. If you have not yet logged on, the system will bring you to the log on page. Once you log on, select the item desired using the "Quick Search". Users also have the option of clicking on "Cart" in the upper right hand corner of the page.

The next selection is "Order Status". Here you find "Composing Orders", which may or may not be completed, but have not been submitted. If you started an order, but were "timed" out or you had a power failure, the order is saved here. They may be retrieved, edited or not, and submitted; or, you may delete them.

warfighter.dla.mil Main Menu Bar
Shop, General Information continued:

"Approved Orders" is the next choice. Included here is a detailed history of the orders/shopping carts that you have submitted. For details on the order (items, quantities, billing and shipping addresses, etc.), click on the Order Number.

The next menu selection is "Show All". This example shows twelve Requests in Process. Six show as "Composing" – or orders that have not yet been submitted, and six are listed as "Approved", or submitted. Remember, you may delete "Composing" orders only by clicking on "Status-Composing Order", selecting the order and clicking on the "Delete" button.

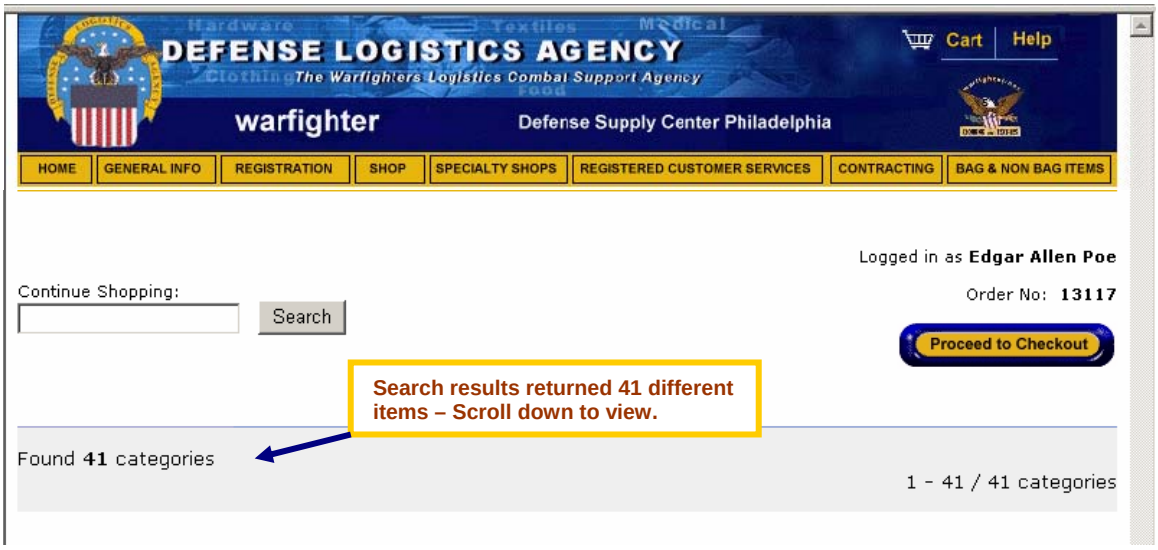
warfighter.dla.mil Main Menu Bar
Shop, General Information continued:

The last item on the Shop menu is “Stored Orders”. As you progress through this manual you will find a section on Stored Orders that provides detailed instructions on how to create and how to retrieve a Stored Order. For now, we will just display a Stored Order page.

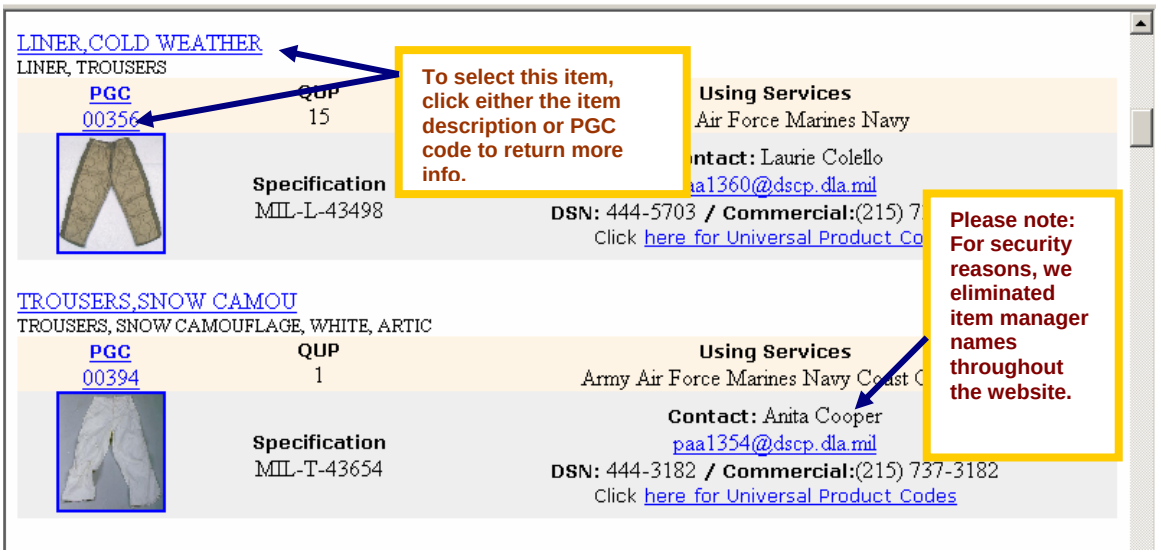
warfighter.dla.mil Main Menu Bar
Shop, Create New Order:

This example will continue to follow the actions of the MILSBILLS customer, Edgar Allen Poe, who uses the logon ID of NIBtest. Earlier in this manual, Mr. Poe went through the Registration process and also through the User Profile Preferences. In this instance, he logged on to create a new order. He can approach it one of two ways. Click on "Cart" in the upper right hand corner, or click Shop and then Create New Order. His name appears as well as a new order number.

warfighter.dla.mil Main Menu Bar
Shop, Create New Order, continued:

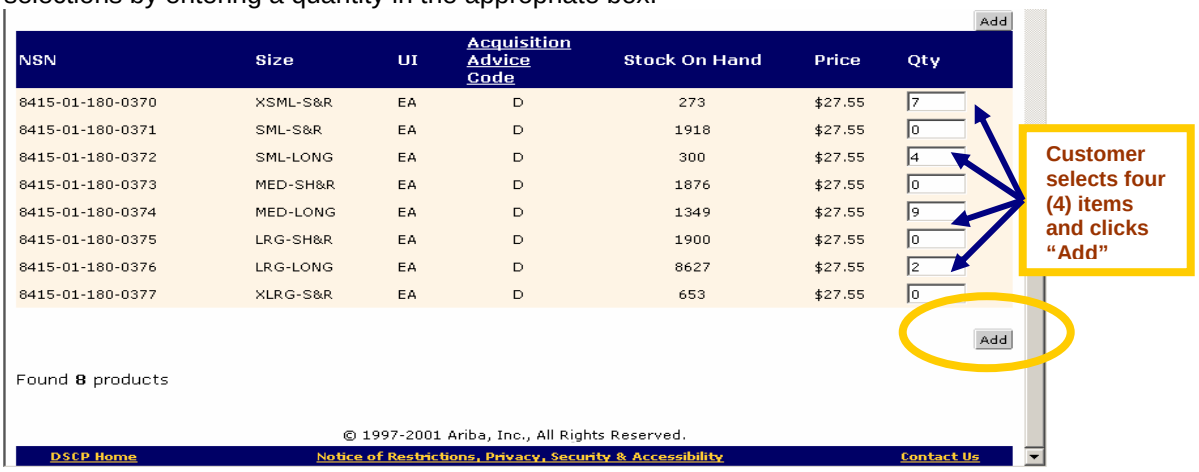


For purposes of illustration, only two (2) of the forty-one (41) returned items are displayed. Click on the thumbnail photo to see enlarged version. Note the information returned: Description, quantity unit pack (QUP), using services, specification number, Universal Product Code and contact data for item information.

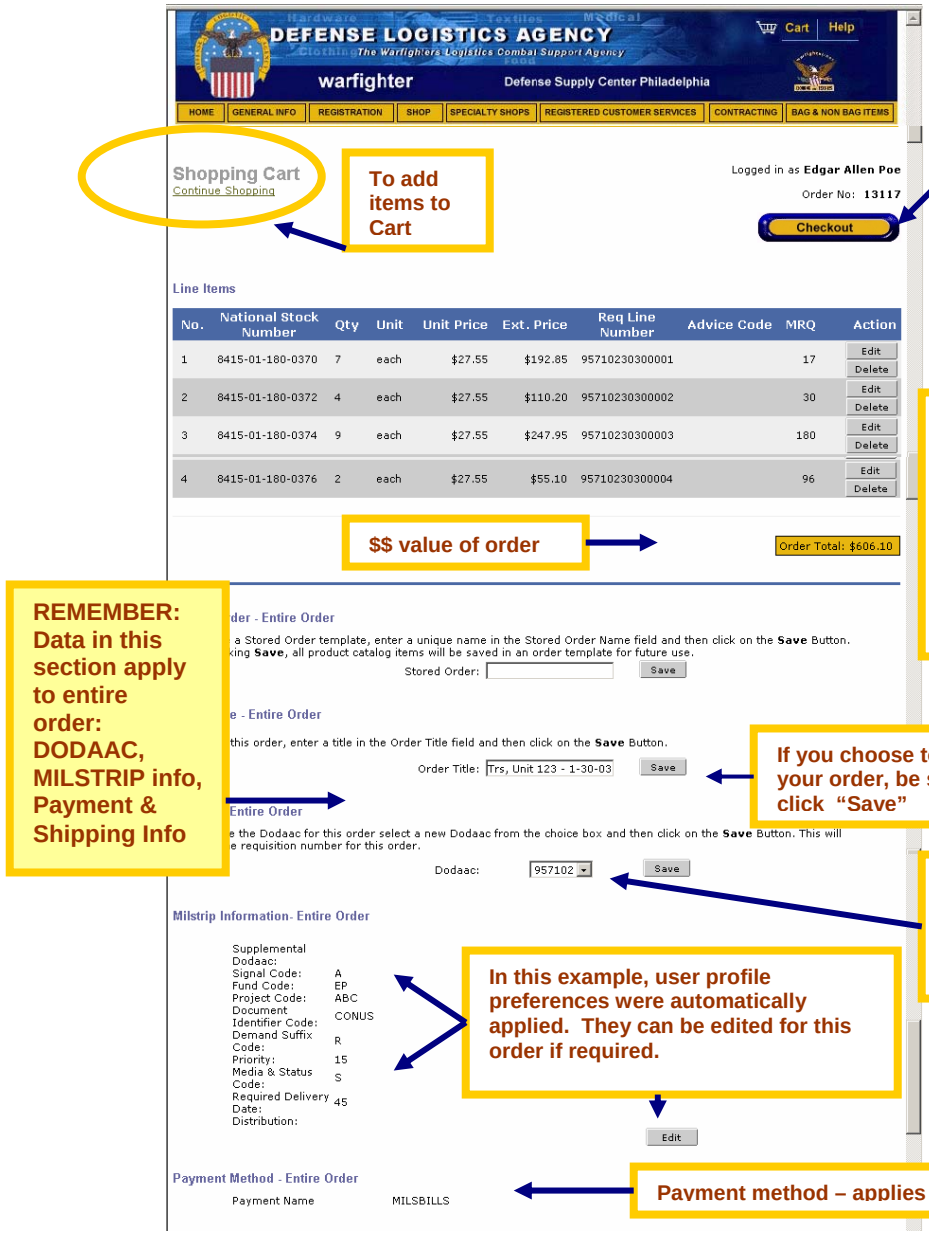


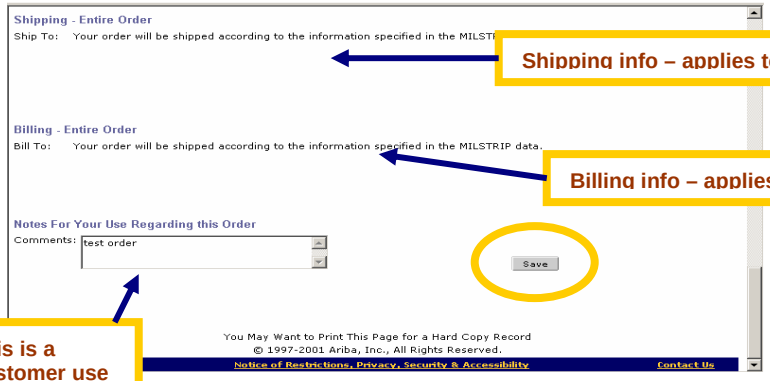
warfighter.dla.mil Main Menu Bar
Shop, Create New Order, continued:

Customers have the opportunity to review the item's entire size span and then make their selections by entering a quantity in the appropriate box.



warfighter.dla.mil Main Menu Bar
Shop, Create New Order, continued:





When you have finished shopping and completed all your entry edits – e.g., item, quantity, MILSTRIP codes, payment method, applicable addresses AND you are ready to submit your order, go to a "Checkout" button and click on it.

To add items to Cart

Selected items will appear in Shopping Cart – at this point, one can edit quantities, requisition line numbers – delete items – or add items

$$ value of order

REMEMBER: Data in this section apply to entire order: DODAAC, MILSTRIP info, Payment & Shipping Info

If you choose to name your order, be sure to click "Save"

If you registered more than one DODAAC, you can change your default for this order by going to the drop-down menu. Click "Save"

In this example, user profile preferences were automatically applied. They can be edited for this order if required.

Payment method – applies to entire order

Shipping info – applies to entire order

Billing info – applies to entire order

This is a customer use section. If you add info, be sure to click "Save"

When you finish shopping, click "Checkout" button.

warfighter.dla.mil Main Menu Bar
Shop, Create New Order, continued:

After you click on "Checkout", your order will process and this confirmation screen will appear.

A continuation sheet will appear along with the "Order – Submitted" screen. This sheet, which we suggest you print, will provide detailed order information: requisition number, NSN, quantity ordered, unit price, extended cost, item description and size. The total cost of your order and your billing method will be cited.

Immediately after you submit your order, warfighter.dla.mil will send you a confirming email that provides your order number and total transaction dollar value. It will include information on how to obtain order status and it will also specify your billing method (MILBILLS or Government purchase (credit) card) and shipment address. To obtain your order status – anytime after twenty-four hours of order submission, you will need your order number from the confirmatory email.

For status, log on and at the main menu of warfighter.dla.mil, click on "Shop", "View Approved Orders". Look for your order number and click on it to see all the specific requisition document numbers. Included will be the items, sizes and quantities ordered, unit prices, and total cost. REMEMBER: You have to wait 24 hours to obtain order status.

warfighter.dla.mil Main Menu Bar
Shop, Create Stored Order:

Stored Orders provide customers with great flexibility and shorten on line shopping time. After you register and log in to shop, you can create a shopping cart for repetitive item purchases; we call them a "Stored Order", or shopping template. If you service multiple customers (DODAACs) within your warfighter.dla.mil account, you can set these stored orders by specific customer. You can include personalized MILSTRIP, billing or shipping information in these stored orders. To create a stored order, click on "Cart" and begin to assemble your stored order, or shopping template. Follow the usual "Search", "Add Item" process. However, when you have added all the items for your stored order, you must name your stored order and click the "Save" button. The order will be stored and you will be able to retrieve it for continuing future use.

To retrieve a stored order, log in, click on "Shop" and click on "Stored Order". When your Stored Orders page appears, click on the one you want. Retrieve the order and open it. When it opens, you will see a link, "Create Cart from Stored Order" in the upper left corner of the page. Click on it to begin shopping with the stored order cart (your template). You will see a new order number with all new requisition numbers. At this time, you can add more items to the shopping cart, edit quantities or delete items from the template using the marked buttons to the right of the requisition line. The actions that you take: add item, edit quantity or delete item will *apply solely to this current order and not affect your stored order*. When complete your shopping, click on "Checkout". You have created a new, distinct order, which you can title. warfighter.dla.mil will return the original stored order (your shopping template) for future use. In effect, you can create your own personal specialty shops that are tailored to your unique repetitive needs.

Naming of stored orders: Name the stored orders anything that will facilitate your administrative needs. Customers may set up stored orders for individuals, for units, for project codes, for specific functions, for specific dates, etc.

Limits on number of stored orders / items: There are no limits! The number of stored orders is unlimited … as is the number of items within a stored order. This function is designed for your convenience and use. With larger stored orders, those with over 300 line items, customers may experience some performance issues with respect to processing time.

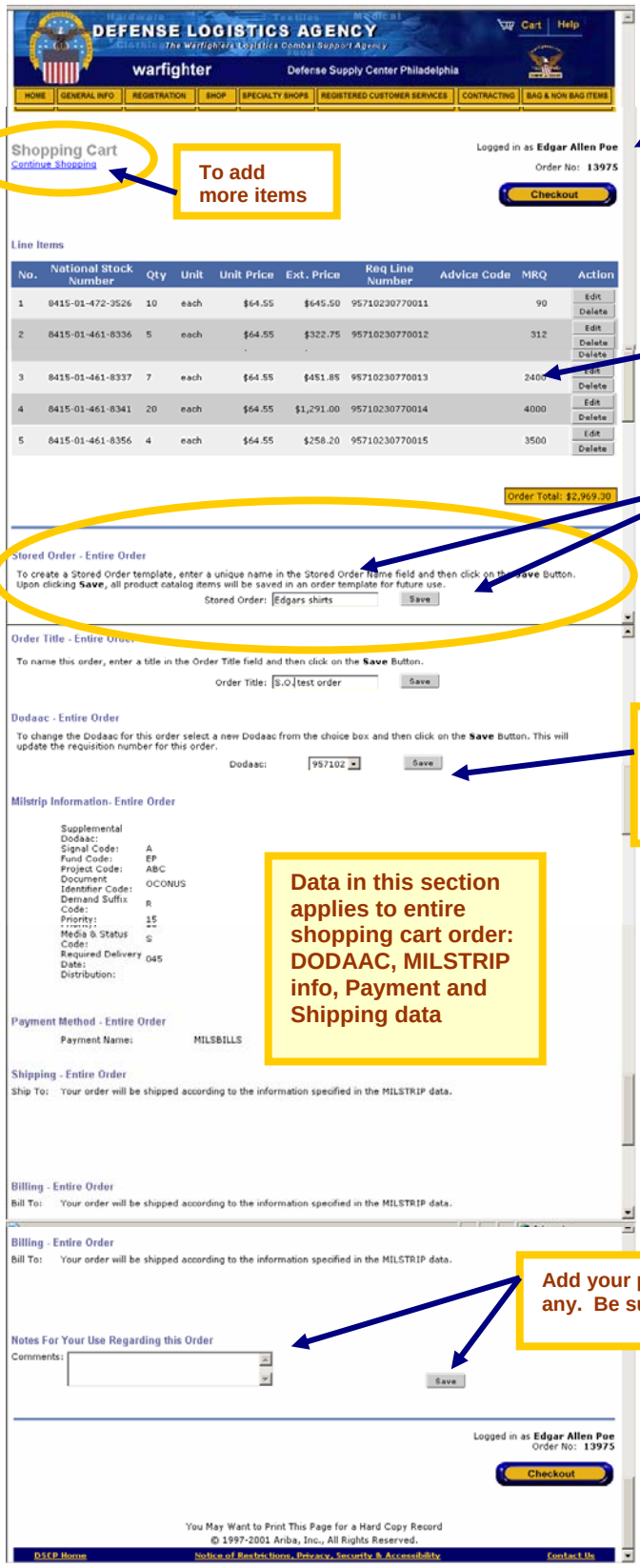
warfighter.dla.mil Main Menu Bar
Shop, Create Stored Order, continued:

Following are the results of your search. Nine items were returned. By clicking on the thumbnail photos, you can view an enlarged picture. To make your selection, click on the item description or the Procurement Grouping Code (PGC) number.

warfighter.dla.mil Main Menu Bar
Shop, Create Stored Order, continued:

For this example, the shirt, cold weather was selected. The return data shows the five applicable sizes pertaining to the shirt. For demonstration purposes, we will create the Stored Order from this item.

warfighter.dla.mil Main Menu Bar
Shop, Create Stored Order, continued:



New order number

To add more items

Items selected for your stored cart

To create a Stored Order Template, enter a unique name in the Stored Order Name field and then click the Save button. By clicking Save, all product catalog items will be saved in an order template for future use. You will get a notice that "save" action took.

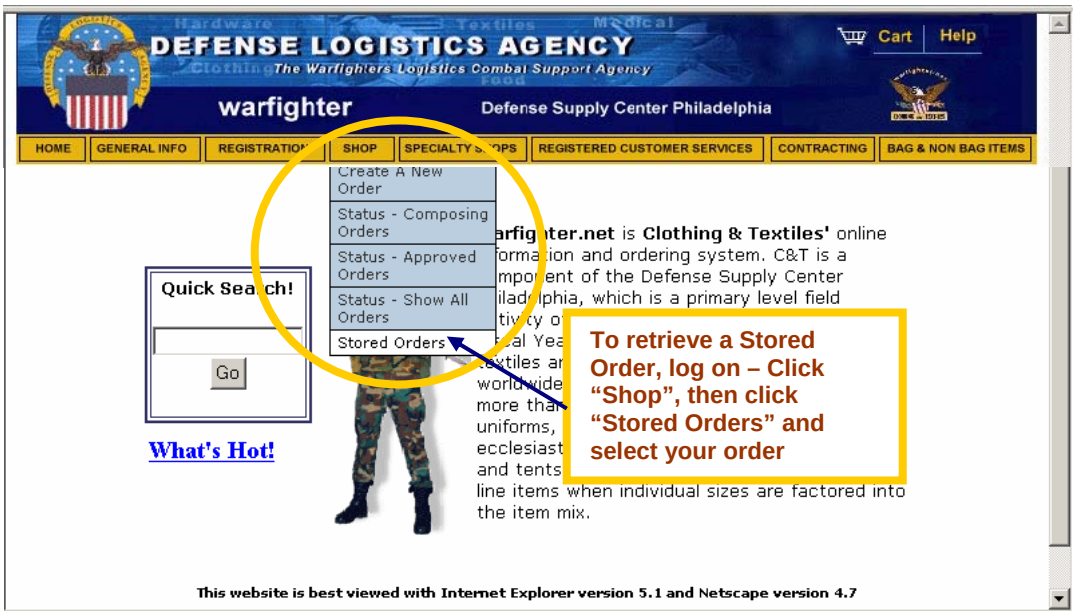
If you have registered for multiple DODAACs, use drop down menu to select proper one and click Save.

Data in this section applies to entire shopping cart order: DODAAC, MILSTRIP info, Payment and Shipping data

Add your personal file comments, if any. Be sure to click "Save"

warfighter.dla.mil Main Menu Bar
Shop, Stored Order -- Retrieve:

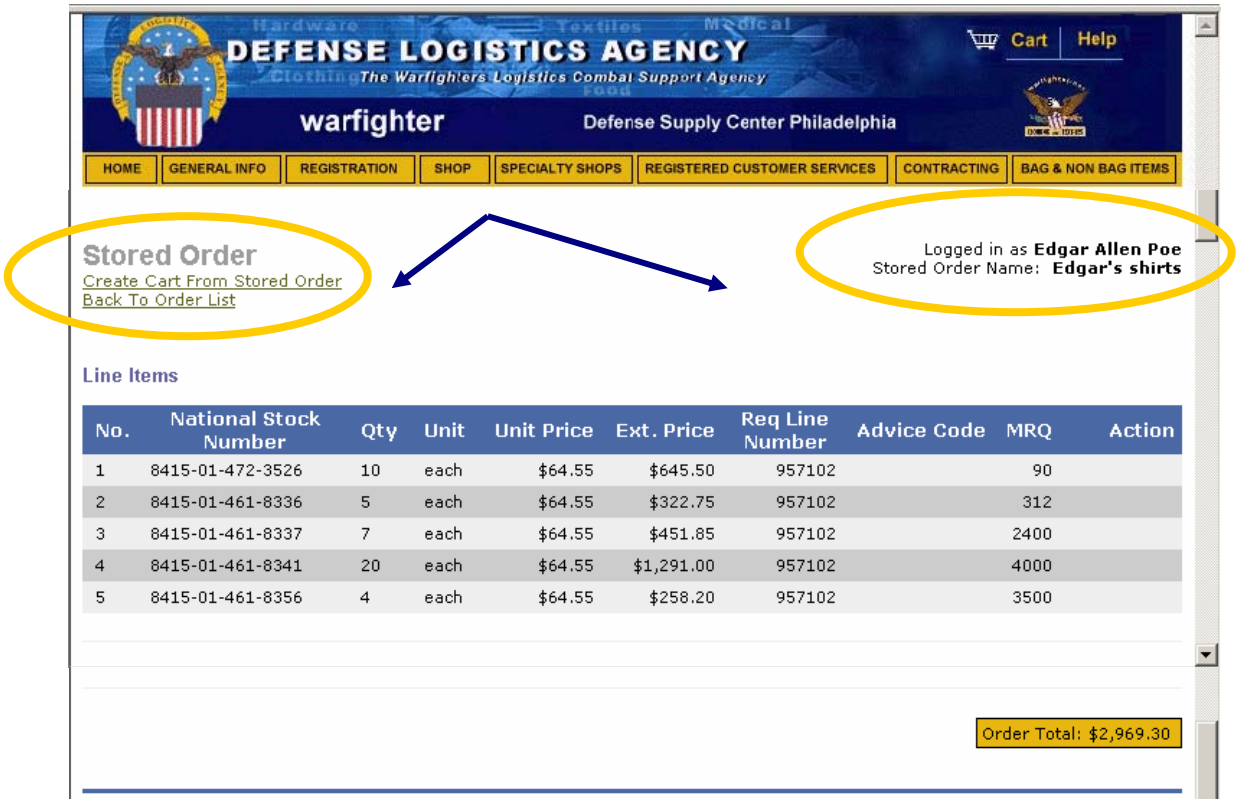
As indicated, Stored Orders are intended for your continued use and convenience. The basic templates may be used over and over, with editing occurring within the current shopping cart, where you can either use the stored order as is, or add and delete items or modify quantities. After you create your stored order, it is easy to retrieve and use.



The Stored Order menu displays all your stored orders on file. If at any point, a stored order is no longer required, or if you have modified it and replaced it with a stored order carrying a new name, select the unwanted stored order, and click the "Delete" button at the lower left hand corner of the page to remove it from your file.

warfighter.dla.mil Main Menu Bar
Shop, Stored Order, Create Cart from Stored Order:

The stored order appears just as you created it initially. To utilize it for shopping, click on "Create Cart from Stored Order". Should you want to return to the stored order list, click on "Back to Order List". Note your log in name and the name of this stored order on the upper right hand corner of the page.

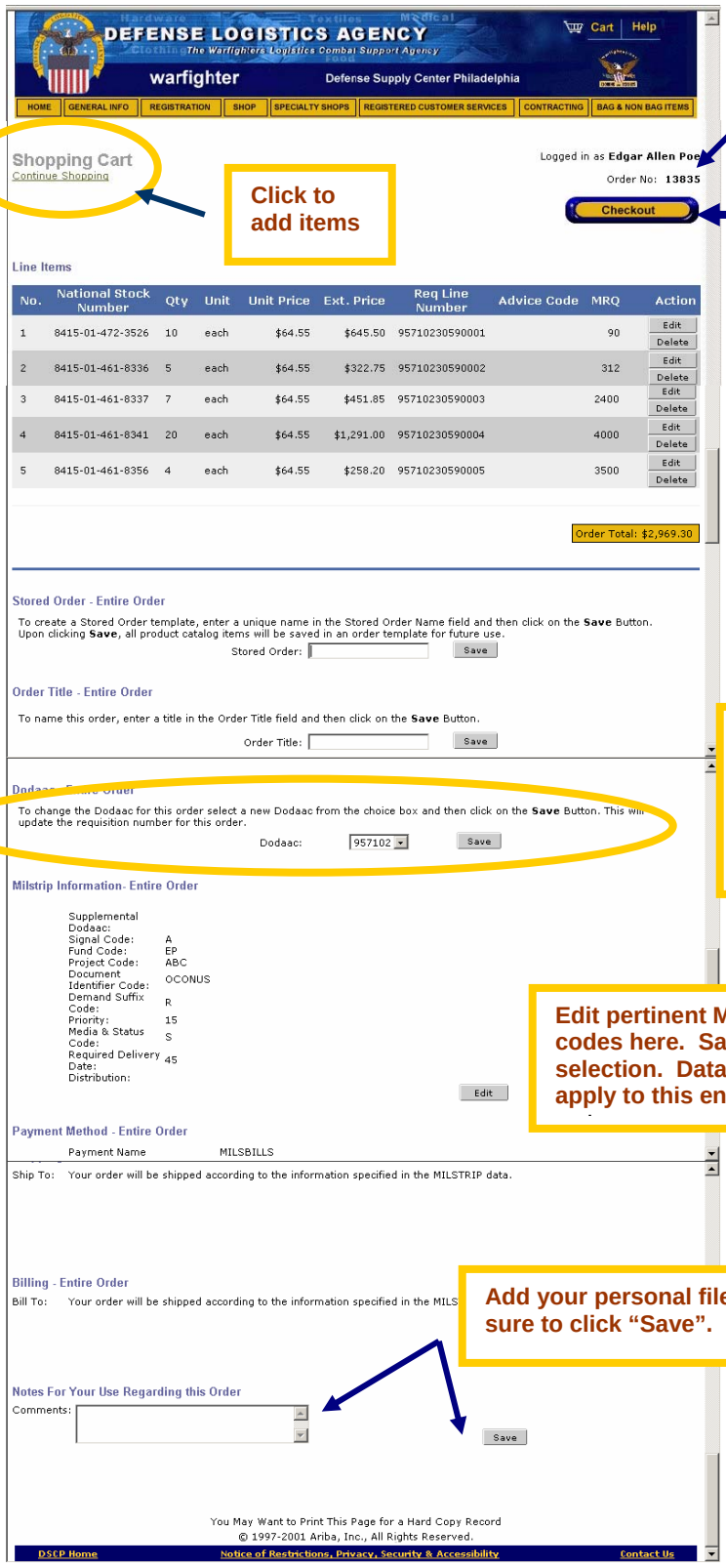


When you click, "Create Cart from Stored Order", the normal shopping cart will appear. At that time, you will see a new Order Number, new Requisition Line Numbers, the Advice Code, and Action buttons that will allow you to either edit the quantity desired or to delete the item from that particular shopping cart. At the top left page of the shopping cart, you will see a link "Continue Shopping". That link will allow you to add more items to your shopping cart without affecting the make up of your original stored order. You will also have the ability *for this particular order*, once you are in the shopping cart, to edit DODAAC information, MILSTRIP data and shipping or billing data.

Your stored order serves as the basis for this shopping cart. However, for this particular order, you can add items, delete items, modify quantities and change other pertinent order information. *Whatever changes you submit affect this shopping cart only*. When you checkout this shopping cart to submit your order, your original stored order will be returned to the file for your future use.

warfighter.dla.mil Main Menu Bar

Shop, Stored Order, Create Cart from Stored Order, continued:



New order number

When you have completed shopping, modified data, if required, and saved entries, click "Checkout"

Click to add items

Use these buttons to change quantities or delete an item

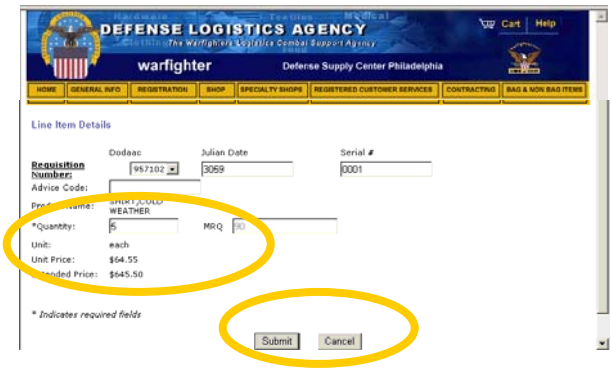
Use dropdown menu to select appropriate DODAAC if you registered with multiple DODAACs. Be sure to save your selection.

Edit pertinent MILSTRIP codes here. Save your selection. Data will apply to this entire

Add your personal file comments, if any. Be sure to click "Save".

warfighter.dla.mil Main Menu Bar

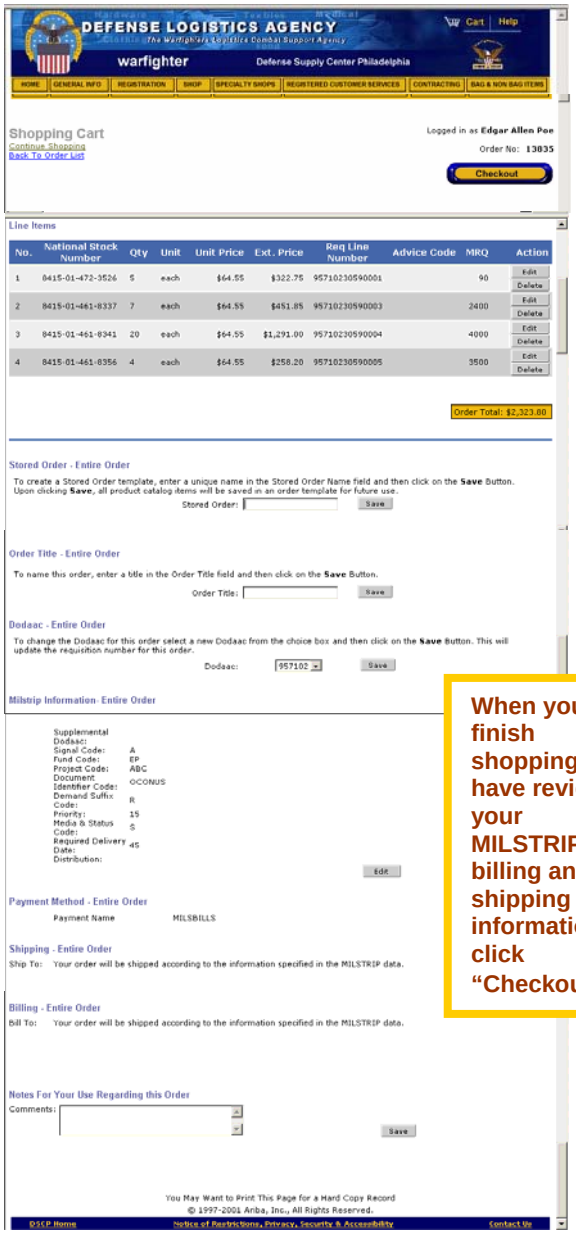
Shop, Stored Order, Create Cart from Stored Order, continued:



This screen appeared as a result of clicking on the edit button. In this example, the quantity of 10 was cut to 5.

A separate deletion action reduced the number of lines ordered from 5 to 4.

Be sure to click either "Submit" or "Cancel"



Shopping cart shows 4 items now ILO 5 – and a reduced quantity of 5 for item #1

When you finish shopping and have reviewed your MILSTRIP, billing and shipping information, click "Checkout"

warfighter.dla.mil Main Menu Bar
Shop, Stored Order. Create Cart from Stored Order, continued:

Immediately after you click “Checkout”, warfighter.dla.mil will display an “Order-Submitted” page. If there was an edit violation, warfighter.dla.mil will return an error message, which you may click on for additional information.

A continuation sheet will appear along with the “Order – Submitted” screen. This sheet, which we suggest you print, will provide detailed order information: requisition number, NSN, quantity ordered, unit price, extended cost, item description and size. The total cost of your order and your billing method will be cited.

Immediately after you submit your order, warfighter.dla.mil will also send you a confirming email that provides your order number and total transaction dollar value. It will include information on how to obtain order status and it will also specify your billing method (MILBILLS or Government purchase (credit) card) and shipment address. To obtain your order status – anytime after twenty-four hours of order submission, you will need your order number from the confirmatory email.

For status, log on and at the main menu of warfighter.dla.mil, click on “Shop”, “View Approved Orders”. Look for your order number and click on it to see all the specific requisition document numbers. Included will be the items, sizes and quantities ordered, unit prices, and total cost. REMEMBER: You have to wait 24 hours to obtain order status.

To recap, we created a stored order, “Edgar’s Shirts” and saved it. Later, we logged on to Shop, Stored Orders and retrieved the stored order named “Edgar’s Shirts”. We clicked on “Create Cart from Stored Order”. The Shopping Cart appeared, showing the shopping template. A new Order Number was displayed, as were new requisition line numbers. At that time, we modified the order and submitted it as a new order. The stored order, “Edgar’s Shirts”, was returned to the Stored Order file. The next time it is retrieved, it will appear exactly as it was established, showing the 5 items and the quantities as designated initially.

warfighter.dla.mil Main Menu Bar
Shop, Stored Order, Modify:

Let's confirm that our stored order remains stored so that it can be accessed in the future.

Log on, click "Shop", then click "Stored Orders"

Here's the original stored order, "Edgar's shirts" ready for reuse.

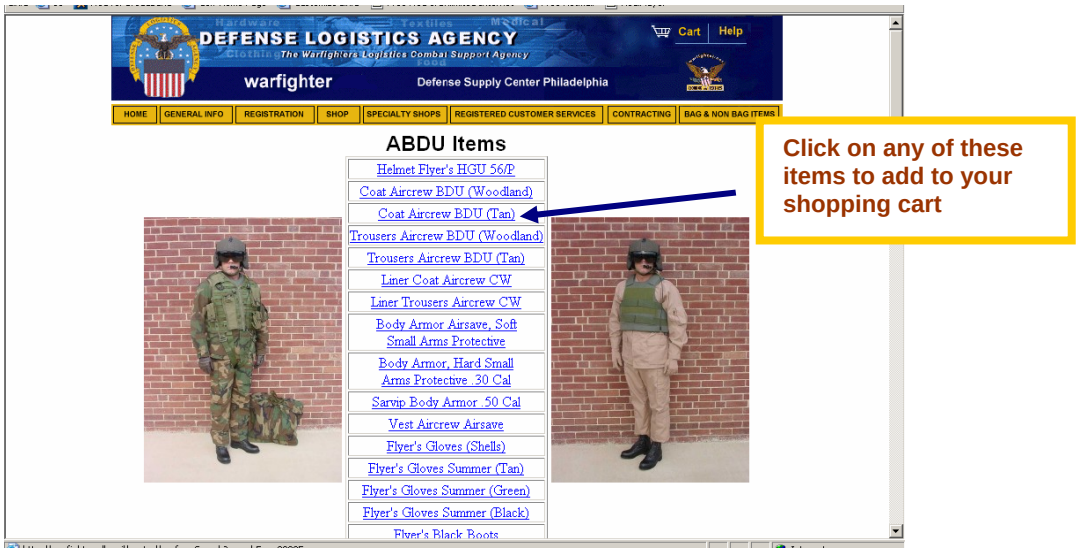
To Modify a Stored Order: To change a stored order, or shopping template, log on and retrieve the stored order you wish to alter. Click on "Create Cart from Stored Order", edit the order as required: changing quantities, adding items, deleting items or modifying any other information (MILSTRIP, billing, shipping, etc.) which pertains to that stored order. When your changes are completed, you must enter a ***new stored order name*** and **"Save"** it. Both stored orders will appear the next time you log on. If you choose, you may delete the original stored order to eliminate confusion.

warfighter.dla.mil Main Menu Bar

Specialty Shops:

Specialty Shops are unique, mini-catalogs that focus on a specific customer demographic. They're designed to speed your shopping and make it easier for you to order just the "right" item. Current shops include: Operation Enduring Freedom, Base Camp (tentage items), Chaplains' Corner (ecclesiasticals), Fighting Footwear, Navy Aviators, Aircrew Cold Weather Clothing System (ACWCS) Components, Combat Vehicle Crewman (CVC) Components, Law Enforcement, Extreme Cold Weather Clothing System (ECWCS), Special Footwear, and the Gym Bag (physical fitness uniforms). We also support Market Baskets for the Reserve Officer Training Corps (ROTC), which contain the full array of uniform needs for the Air Force, Army and Marine Corps ROTC programs. As a single user, you can establish your own "mini specialty" shop by creating a template of the items for your special program, project, unit or individual and save it as a "stored order", which you can later retrieve and use over and over.

Army Aviators Shop supports the full ensemble needs of both helicopter and fixed wing pilots displaying gear that is normally issued from Central Issue Facilities.



warfighter.dla.mil Main Menu Bar
Specialty Shops:

Base Camp provides entry to DSCP's Tentage Super Store. To facilitate your shopping or your research, check the quick comparison table of available tents and related items. Clicking on the tent of your choice will display a full description, suggested usages, pictures, and parts breakdowns. Click on the desired NSN to find photos, Military Specification Numbers, unit prices and a hyperlink to the item manager. Base Camp also provides an ever-changing array of "nice to know" informational links. They include Set-Up Hints; the Resource Handbook that lists tent accessories and support parts; a Navy tent link; the Lightweight Maintenance Enclosure (LME); historical data on canvas and combat fabrics; Common Tables of Allowances for Field and Garrison Furnishings and Equipment; and the U.S. Army Soldier & Biological Chemical Command (SBCCOM).

Chaplains' Corner offers ecclesiastical items that support the chaplaincy of all services and all faiths. Inventory, which is always being updated, includes a wide range of ecclesiastical items as well as chaplain kits, portable public address systems, chaplains' flags and religious wines and meals. We can accommodate requirements as small as a candle or as large as a chapel. Click on the desired NSN to purchase or window shop; you'll find – photos, stock on hand, unit prices and a hyperlink to the item manager. Various chaplain-related links; the chaplain's survey, the Chaplains' Corner Newsletter, information on DSCP's ecclesiastical Prime vendors and relevant points of contact are provided. There is also a special provision to accept orders for non-catalog items.

warfighter.dla.mil Main Menu Bar
Specialty Shops:

Combat Vehicle Crewmen Shop features all the items that make up the complete combat vehicle crewman ensemble facilitating easy access and ordering, especially for Central Issue Facility customers. Items include goggles, helmets, hoods, coveralls, jackets, body armor, gloves, boots, and equipment bags.

Extended Cold Weather Clothing System (ECWCS) provides for the complete ECWCS ensemble. Those interested in shopping here will find ECWCS items broken out by layers (one through five), as well as hand wear, headwear, footwear and accessories. Clicking on an item brings you directly into the preview/ordering process. When appropriate, notifications regarding special pricing and item replacements are listed.

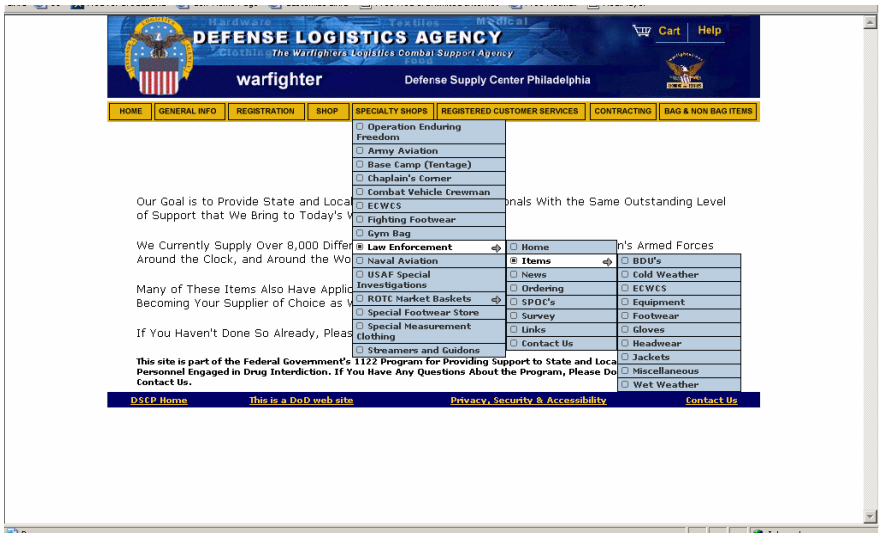
warfighter.dla.mil Main Menu Bar
Specialty Shops:

Fighting Footwear features nearly all of your day-to-day footwear requirements. The site provides footwear to address combat, dress and safety needs as well as the specialized footwear needed to deal with extreme cold weather, cold weather, and intermediate cold wet needs. All types of flyer's boots are located here. We carry a wide variety of all manner of rubber boots. For your convenience, you can order deck boots, footwear covers, footwear laces and foot measuring devices from this shop. To facilitate your order placement, the shop offers several footwear-related hyperlinks. Just a "click" will get you help on how to register to use the site. Another click will get you technical assistance, or information on rubber boots, or leather boots or shoes. There's even a link on how to order special measurement and orthopedic footwear.

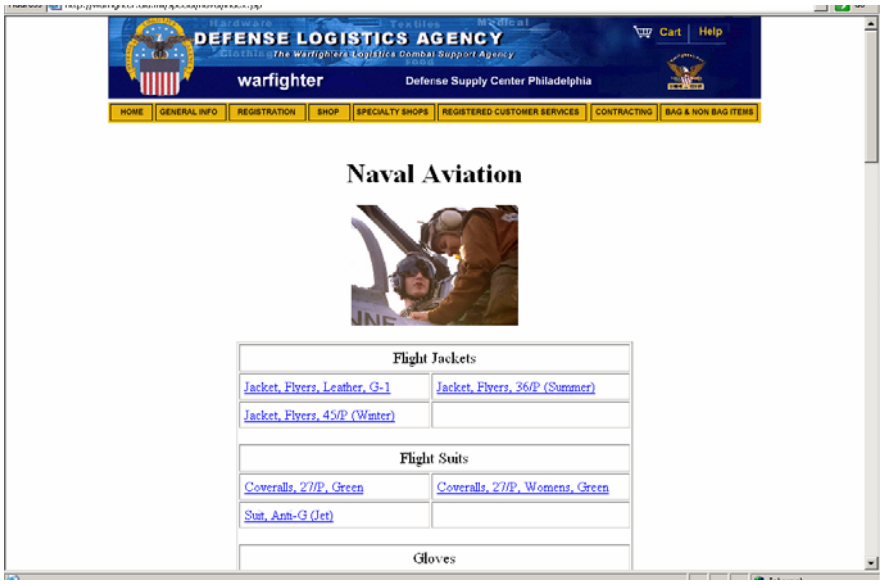
The Gym Bag makes it a snap for members of all services to shop for their physical fitness uniform needs. Find your service's section and click on the desired NSN to purchase or window shop; you'll find – photos, stock on hand, unit prices and a hyperlink to the item manager. Points of contact and some great health and fitness links are also provided.

warfighter.dla.mil Main Menu Bar
Specialty Shops:

Law Enforcement supports Section 1122 of the National Defense Authorization Act and provides for Federal Government support to state and local law enforcement personnel engaged in drug interdiction. Regulations require that designated State Points of Contact (SPOCs) place all orders. From the menu, select exactly where you want to be: Home page, Items (as in this example), SPOCs, etc. Examples of items available through this site include coveralls, jackets, black BDUs, cold weather garb, extreme cold weather clothing system, equipment, running shoes and other footwear, gloves, headwear, wet weather items, etc. Items are constantly being added to the site. Click on the desired NSN to purchase or window shop; you'll find – photos, descriptions, stock on hand, unit prices and a hyperlink to item information.

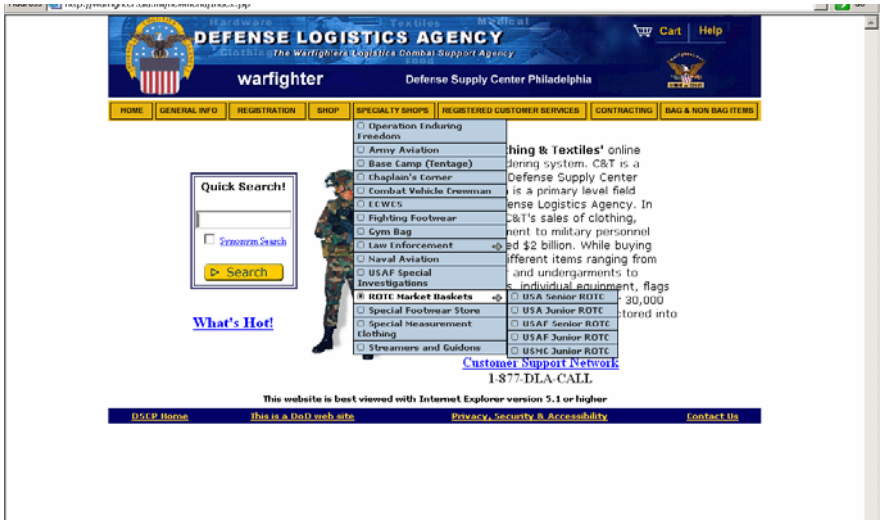


Naval Aviation customers have the convenience of finding an entire array of specialized items to support their needs. Items include flight jackets, flight suits, gloves, boots, underwear, equipment, helmets and accessories as well as related links.



warfighter.dla.mil Main Menu Bar
Specialty Shops:

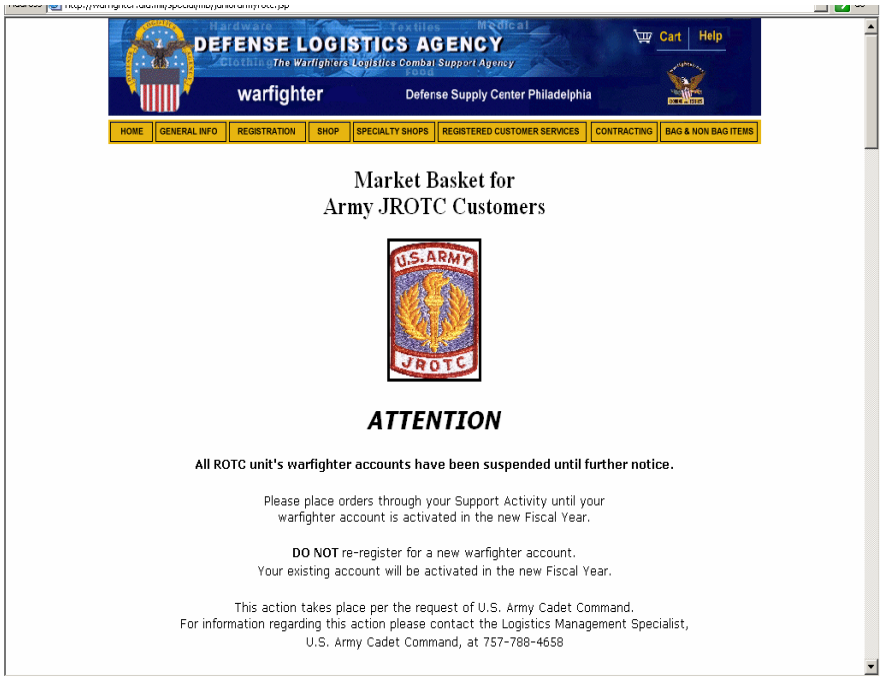
ROTC Market Baskets represent customer-requested tools to support specific program requirements. warfighter.dla.mil, using direct customer input, developed these tailored mini-catalogs. Currently warfighter.dla.mil's market baskets support the Reserve Officer Training Corps (ROTC) programs for Army Seniors and Juniors; Air Force Seniors and Juniors and the Marine Corps Juniors. Click on the applicable hyperlink to reach your destination.



Army Senior ROTC customers must have authorization from the U.S. Army Cadet Command prior to placing an order from warfighter.dla.mil. Items included on this site include awards and ribbons, belts and buckles, camp clothing and equipment, outerwear, flags, footwear, insignia, service dress uniforms and related uniform items.

warfighter.dla.mil Main Menu Bar
Specialty Shops:

Army Junior ROTC customers must have authorization from the U.S. Army Cadet Command prior to placing an order from warfighter.dla.mil. Items included on this site include awards and ribbons, belts and buckles, camp clothing and equipment, outerwear, flags, footwear, insignia, service dress uniforms and related uniform items.



Air Force Senior ROTC authorized users find item sections broken out by awards and ribbons, BDUs, belts and buckles footwear, outerwear, service dress uniforms and various uniform items.

warfighter.dla.mil Main Menu Bar

Specialty Shops:

Air Force Junior ROTC authorized users find item sections broken out by awards and ribbons, BDUs, belts and buckles footwear, outerwear, service dress uniforms and various uniform items.

Marine Corps Junior ROTC authorized users will find their items listed separately by men's and women's. Section for insignia is also provided.

warfighter.dla.mil Main Menu Bar
Specialty Shops:

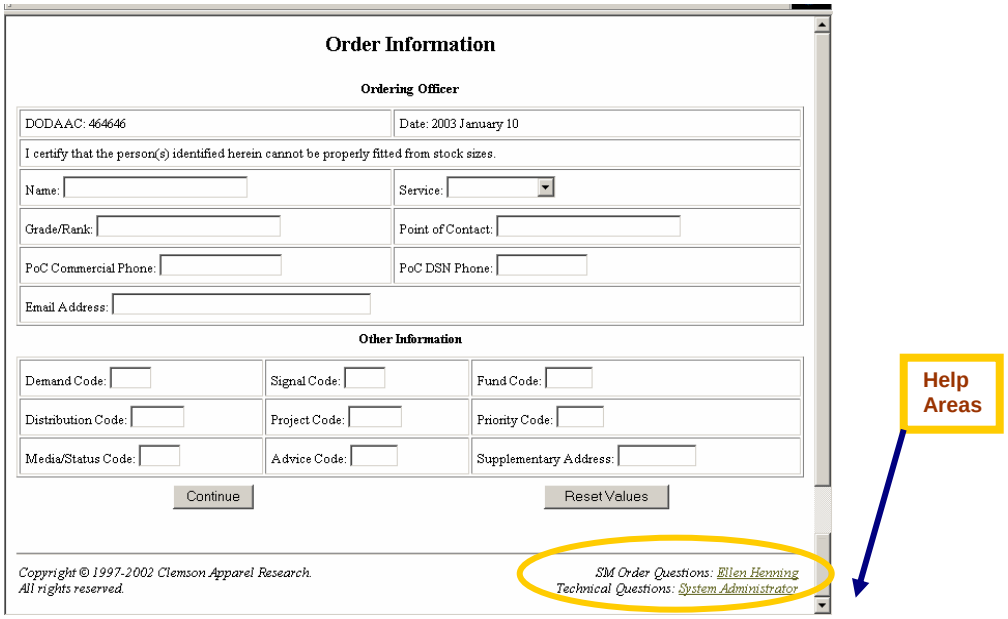
Operation Enduring Freedom: One of our newest shops, this was designed for our fighting forces in the Middle East. Here you will find most of the items needed in country. Included are all the desert camouflage items; all types of boots from flyers, to hot weather, cold weather, desert steel toe, and overshoe boot combat. Marine Corps digital cammies are located here, too. Ecclesiastical items, especially all of the various chaplains' kits are in the shop. IPFUs, underwear, and socks along with miscellaneous items such as duffle bags, goggles, knee pads, sleeping bags, insignia and panel markers are displayed.

USAF OSI Customers' Market Basket: Site, designed at the request of the customer, is limited to the Air Force Office of Special Investigations.

Special Measurement Sites:

The Special Footwear Store accepts requisitions for special measurement footwear and for orthopedic shoes and boots. Customers must be registered warfighter.dla.mil users and log on to use the site. Although registered customers may place their order through warfighter.dla.mil, they must also furnish a copy of their requisition and any prescription, drawing, tracing, mold or cast directly to the Department of Veteran Affairs Medical Center. All ordering information is explained in detail on the site.

Special Measurement Clothing site gives logged on, registered customers direct access to the Electronic Order Form (EOF) process. If you are not already logged in, the Logon screen will appear. Site will then bring up a screen to input order information. Screen provides help links for both ordering information and technical questions. To eliminate delays caused by incorrect measurement data, we urge customers to read and follow measuring instructions with extreme care. Special measurement orders may be billed through MILSBILLS or paid for by Government credit card. Note: For new customers, there is a one-day waiting period from the time of customer warfighter.dla.mil registration email notification until site usage is permitted.



warfighter.dla.mil Main Menu Bar
Registered Customer Services

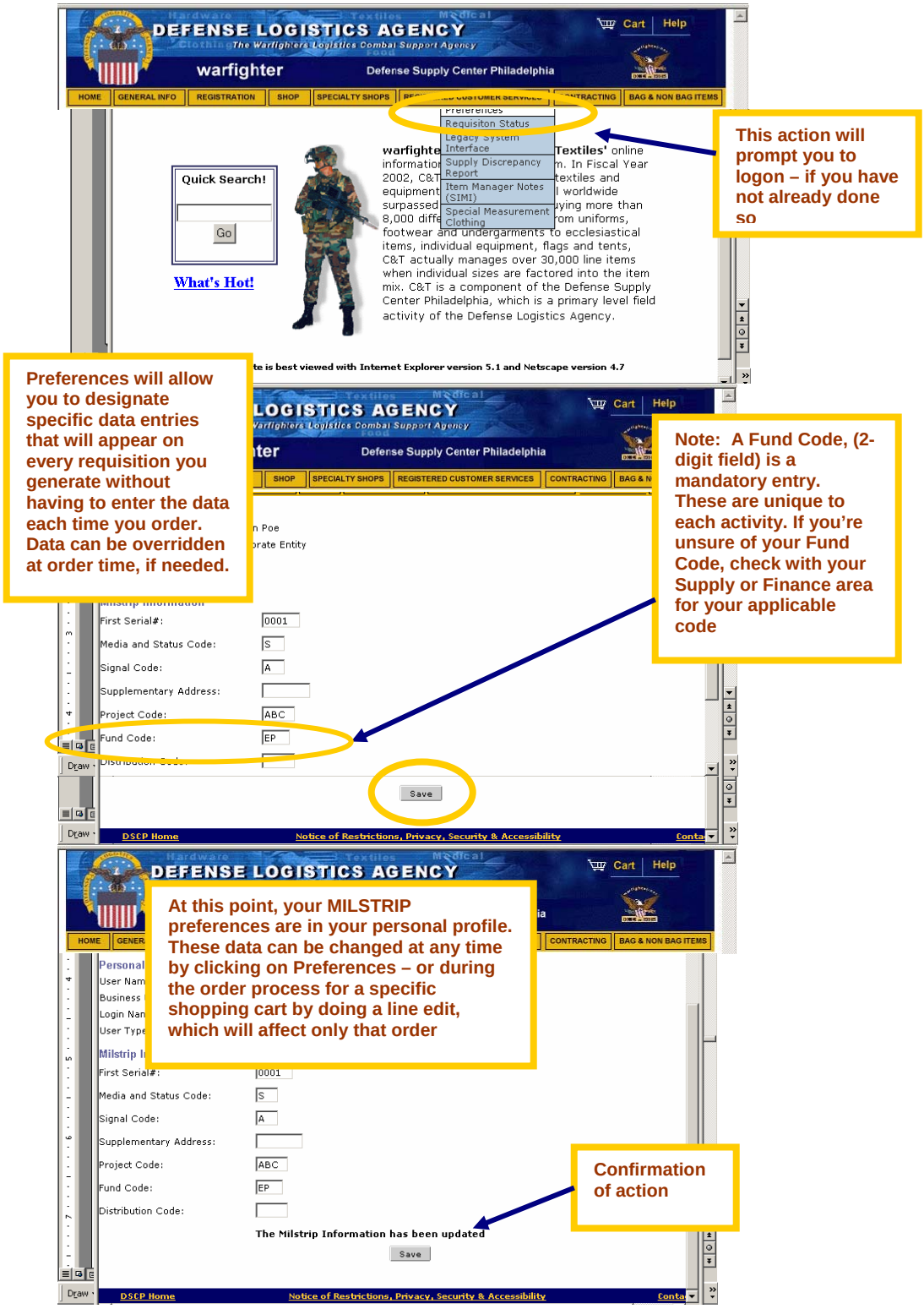
Registered Customer Services include online requests for requisition status, for shipment status, for legacy system interface queries, for online submissions of supply discrepancy requests (SDRs) or status on SDRs, for queries, by national stock number or procurement grouping code, on item managers' notes and information (Virtual Page Application – formerly called SIMI data). Customers can also reach the Special Measurement Clothing site by clicking here on the menu bar. Since all of these services are restricted to registered users, unless a customer is currently logged onto warfighter.dla.mil, a click on this menu bar will bring the customer directly to the logon page.

The system will now prompt you for your username and password. If you need help, click on "Forgot Your Login Info?

warfighter.dla.mil Main Menu Bar

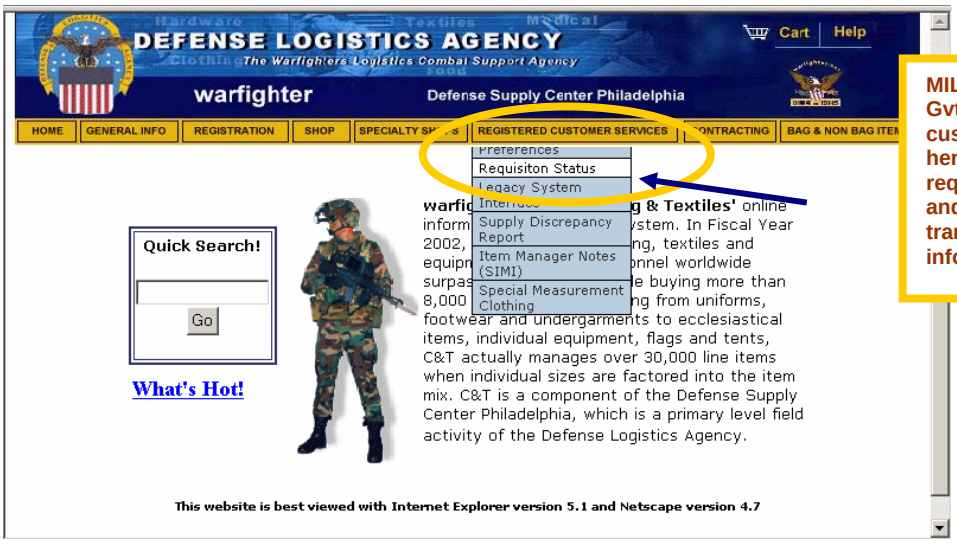
Registered Customer Services, Set User Preferences:

When specific fields in the MILSTRIP requisition, such as Fund Code, Media/Status, etc., remain constant for all your requisitions, to save time and minimize entry errors, set up a User Profile.



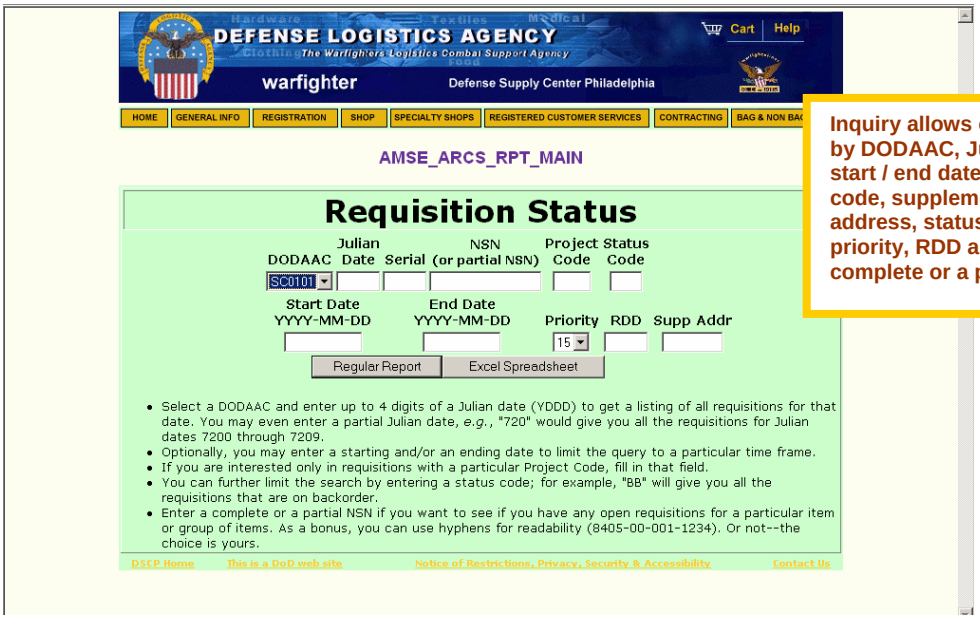
warfighter.dla.mil Main Menu Bar

Registered Customer Services, Obtain Requisition Status:



MILSBILLS and Gvt Credit Card customers click here to find requisition status and delivery and transportation information.

You must be both a registered customer and be logged on to the system to retrieve status.

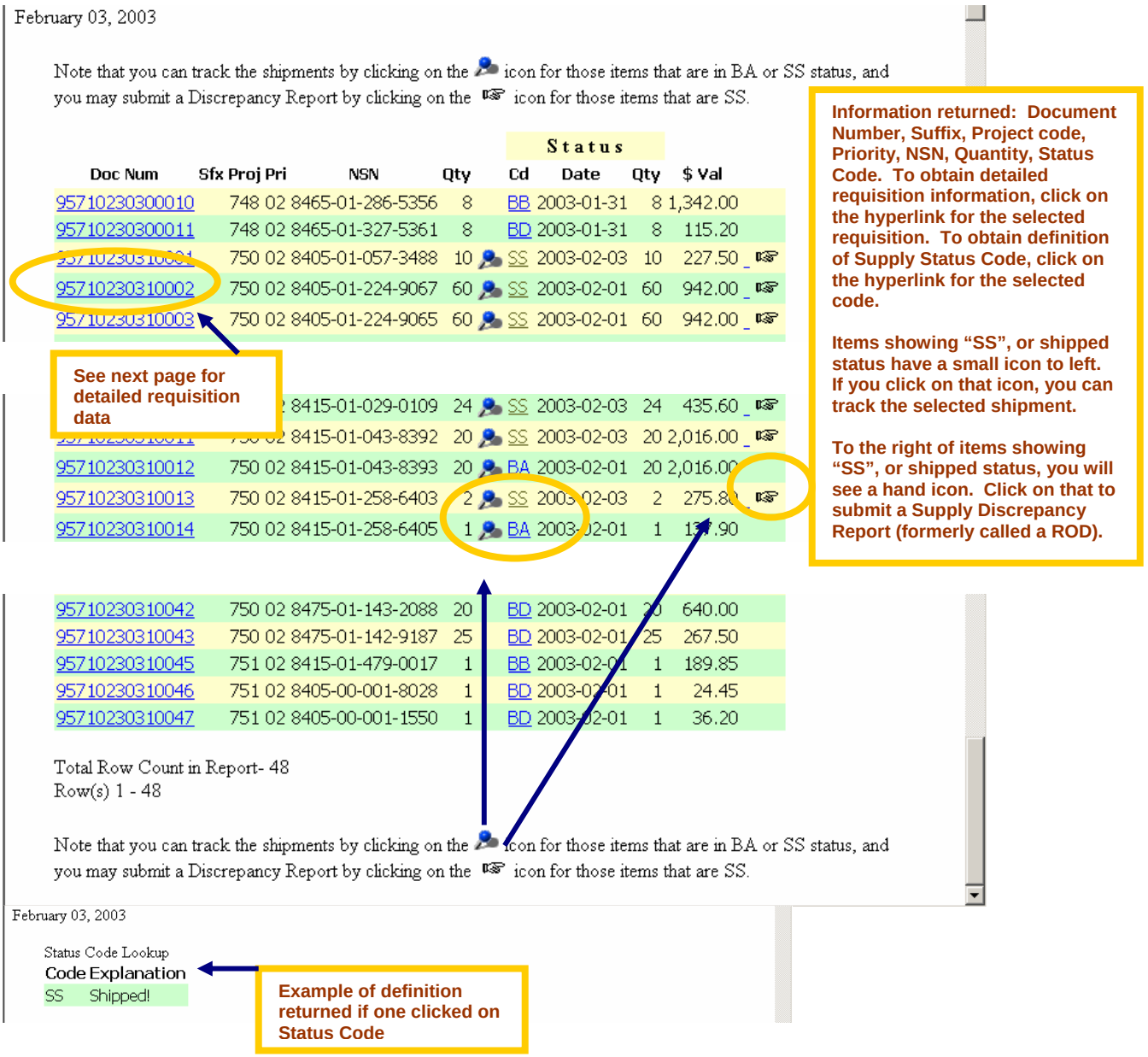


Inquiry allows one to query by DODAAC, Julian date, start / end date, project code, supplementary address, status code, priority, RDD and either a complete or a partial NSN

For the following example, the only data entered was start date. The DODAAC will come up automatically since the customer is logged on to the site. If more than one DODAAC was registered for the account, the customer could select the DODAAC of choice from the convenient dropdown menu. You can set a specific priority or leave it at the default of “15” and all priorities will be returned.

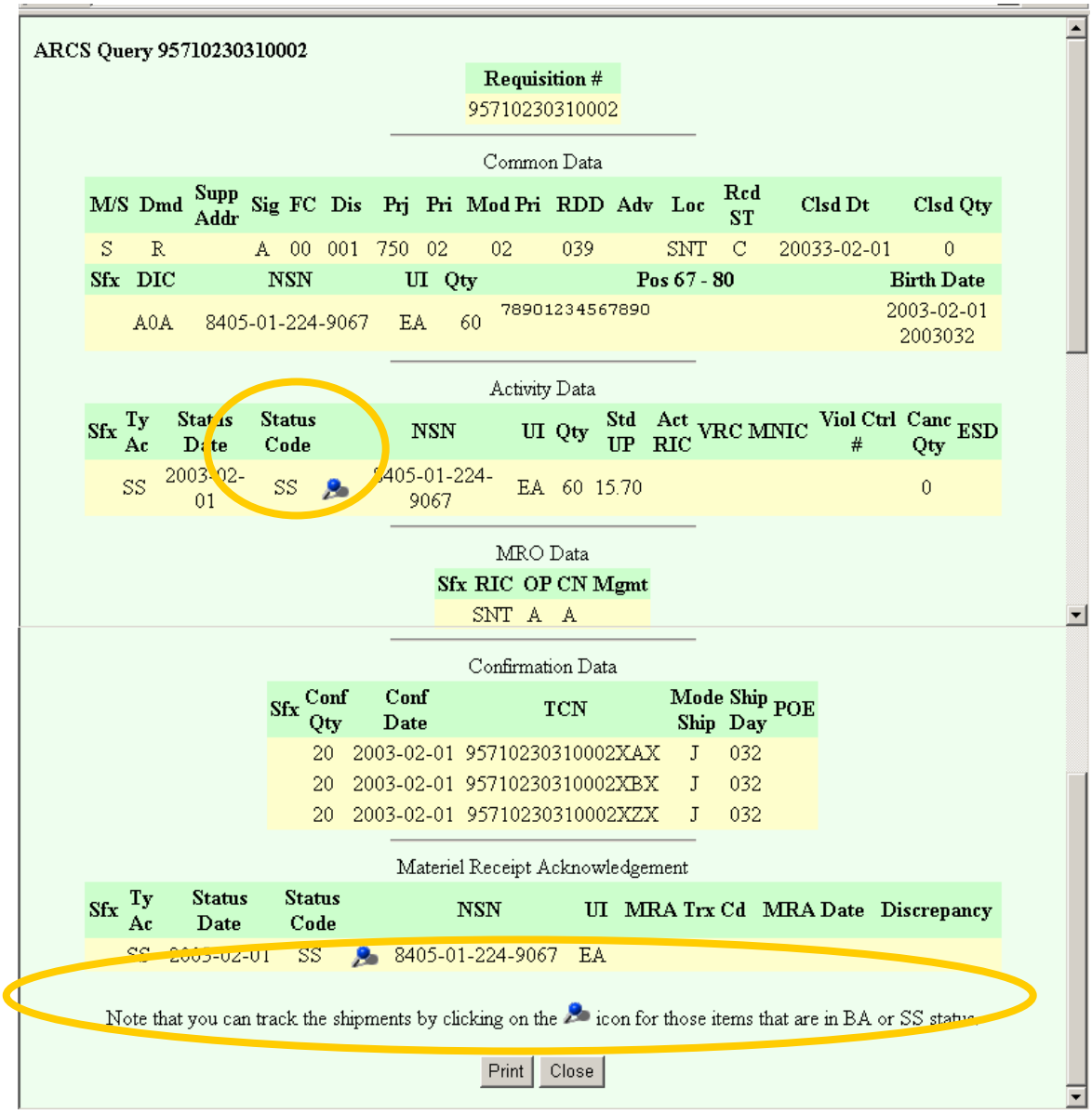
warfighter.dla.mil Main Menu Bar
Registered Customer Services, Obtain Requisition Status, continued:

The following example was modified to show just a few of the requisitions that were returned. This function is significant because it provides not only requisition status but also gives you the ability to track the delivery of your items. Further, should you receive a discrepant shipment; you can submit a Supply Discrepancy Report on line by clicking on the requisition. Most of your data will be pre-populated, saving you time and minimizing data entry errors.



warfighter.dla.mil Main Menu Bar

Registered Customer Services, Obtain Requisition Status, continued:



ARCS Query 95710230310002

Requisition #
95710230310002

Common Data

M/S	Dmd	Supp Addr	Sig	FC	Dis	Prj	Pri	Mod Pri	RDD	Adv	Loc	Rcd ST	Clsd Dt	Clsd Qty
S	R		A	00	001	750	02	02	039		SNT	C	20033-02-01	0

Sfx	DIC	NSN	UI	Qty	Pos 67 - 80	Birth Date
	A0A	8405-01-224-9067	EA	60	78901234567890	2003-02-01 2003032

Activity Data

Sfx	Ty Ac	Status Date	Status Code	NSN	UI	Qty	Std UP	Act RIC	VRC	MNIC	Viol Ctrl #	Canc Qty	ESD
	SS	2003-02-01	SS	8405-01-224-9067	EA	60	15.70					0	

MRO Data

Sfx	RIC	OP	CN	Mgmt
	SNT	A	A	

Confirmation Data

Sfx	Conf Qty	Conf Date	TCN	Mode Ship	Ship Day	POE
	20	2003-02-01	95710230310002XAX	J	032	
	20	2003-02-01	95710230310002XBX	J	032	
	20	2003-02-01	95710230310002XZX	J	032	

Materiel Receipt Acknowledgement

Sfx	Ty Ac	Status Date	Status Code	NSN	UI	MRA Trx Cd	MRA Date	Discrepancy
	SS	2003-02-01	SS	8405-01-224-9067	EA			

Note that you can track the shipments by clicking on the icon for those items that are in BA or SS status

Print Close

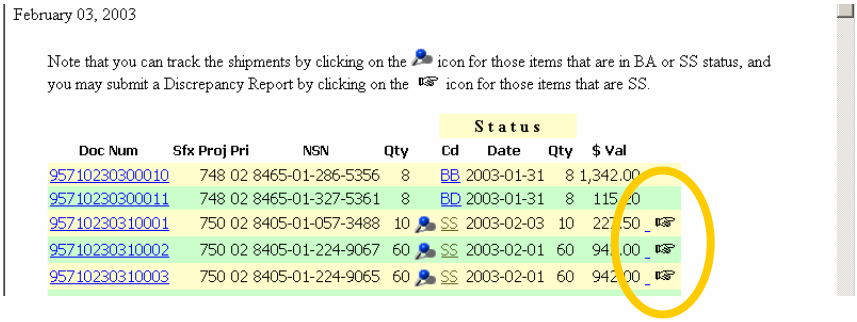
By clicking on the Document Number hyperlink from the prior example, all of the detail requisition data appears. Since the Supply Status Code for this requisition is “SS” – shipped, a small icon appears. For tracking and delivery information, click on that icon.

warfighter.dla.mil Main Menu Bar
Registered Customer Services, Obtain Requisition / Tracking – Delivery Status

warfighter.dla.mil Main Menu Bar
Registered Customer Services, Obtain Requisition / Tracking – Delivery Status

Shipment data for each of the 3 shipments is displayed.

warfighter.dla.mil Main Menu Bar
Registered Customer Services, Submit Supply Discrepancy Report



February 03, 2003

Note that you can track the shipments by clicking on the icon for those items that are in BA or SS status, and you may submit a Discrepancy Report by clicking on the icon for those items that are SS.

				Status			
Doc Num	Sfx Proj Pri	NSN	Qty	Cd	Date	Qty	$ Val
95710230300010	748 02	8465-01-286-5356	8	BB	2003-01-31	8	1,342.00
95710230300011	748 02	8465-01-327-5361	8	BD	2003-01-31	8	115.20
95710230310001	750 02	8405-01-057-3488	10	SS	2003-02-03	10	227.50
95710230310002	750 02	8405-01-224-9067	60	SS	2003-02-01	60	94[illegible].00
95710230310003	750 02	8405-01-224-9065	60	SS	2003-02-01	60	942.00

From the Requisition Status example, you can see an icon to the right of the line. Click on that to submit a Supply Discrepancy Report (SDR), which were formerly called RODs. If you submit a ROD directly from the Requisition Status report, warfighter.dla.mil will save you time and prevent input errors by pre-populating your requisition data. For more information about RODs, please check the FAQs, which can be found on the Main Menu, under General Info.

DEFENSE LOGISTICS AGENCY
The Warfighters Logistics Combat Support Agency
warfighter — Defense Supply Center Philadelphia
Cart | Help

HOME | GENERAL INFO | REGISTRATION | SHOP | SPECIALTY SHOPS | REGISTERED CUSTOMER SERVICES | CONTRACTING | BAG & NON BAG ITEMS

Submit | Reset

Report Control Number (Customer assigned)

From (Include name, address and zip code)
1. JEANETTE T. LACOVARA
2. DEFENSE SUPPLY CENTER PHILADE, DIRECTORATE OF CI
3. 700 ROBBINS AVENUE
4. PHILADELPHIA PA

Requisition data
Requisition number (DOC # from 1348-1)
NSN/PartNumber (Item requisitioned)
Quantity Recvd 0
Shipping Activity (RI From-1348-1a)

Discrepancy data
Discrepancy Quantity 0
NSN received
Discrepancy Code C1-Condition other than indicated on release/receipt document
Action Code 1A-Disposition instructions requested
Customer Remarks: (Please include your Phone number)
1. POC. JEANETTE T. LACOVARA PH. 215-737-8352
2.
3.
4.

DSCP Home | This is a DoD web site | Notice of Restrictions, Privacy, Security & Accessibility | Contact Us

Fill in the required areas. NOTE: If you were submitting on line directly from the Requisition Status page, warfighter.dla.mil would pre-populate your requisition number and NSN.

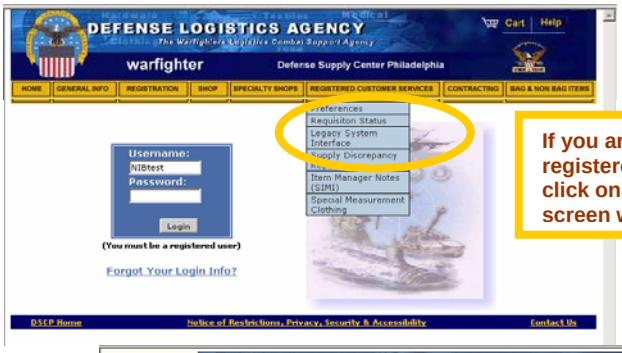
Use the convenient dropdown menus for Discrepancy Code and Action Code.

For information about ROD submissions, check warfighter.dla.mil's "FAQs", which are found on the Main Menu under General Info

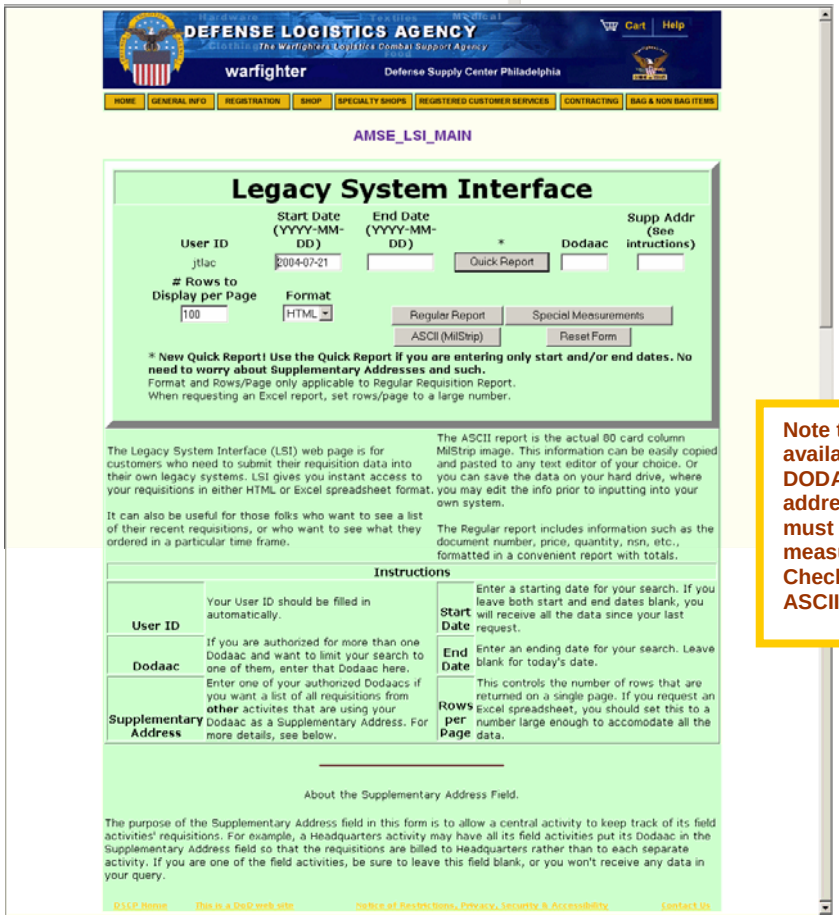
warfighter.dla.mil Main Menu Bar

Registered Customer Services, Legacy System Interface (LSI)

Legacy System Interface (LSI) web page is for customers who need to submit their requisition data into their own legacy systems. LSI provides instant access to customer requisitions in either HTML or Excel spreadsheet format. It is also useful to check your recent requisitioning activity, or if you need to check order activity for a particular time frame. It is a powerful management tool. Customers using this service can obtain a requisitioning history for themselves or one of their ordering subordinates. Customers can query database in a variety of ways including: targeted period with stated start/end dates, or one specific date; DODAAC, supplementary address, requisition type, or project code. Report data includes information such as document number, price, quantity, item, etc., formatted in a convenient report with totals. Easy-to-follow instructions are provided on the web page. LSI allows you to select either regular requisitions or special measurement requisitions.



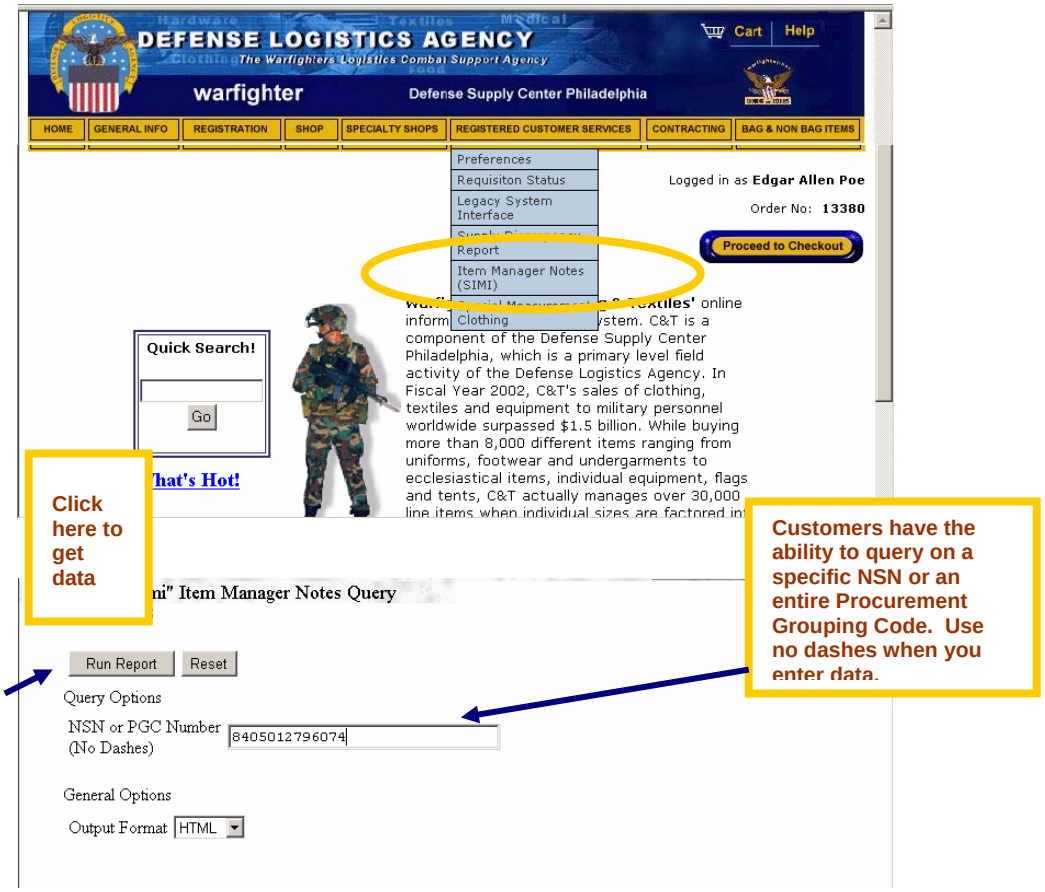
If you are not registered when you click on LSI, the login screen will appear.



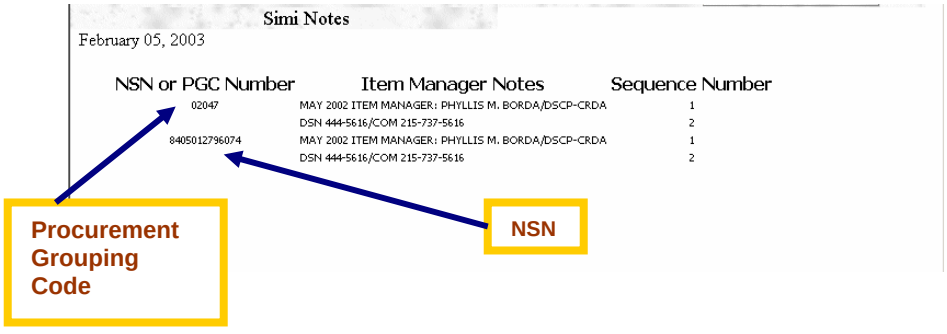
Note the various query options available: start – end dates, DODAAC, supplementary address, and project code. You must specify if you query special measurement requisitions. Check format desired: HTML or ASCII measurement

warfighter.dla.mil Main Menu Bar
Registered Customer Services, C&T Item Manager Notes via Virtual Page

The Item Manager uses the Virtual Page to display DLA-mandated data. Here customers will see basic information on the item's supply status or notes of special interest that customers need to know to accomplish their missions. At a minimum, customers will generally find contact info on the Item Manager. Problem items will reflect a clear statement of the problem and an anticipated get-well date. ESOC status, sources of alternate supply, due-in status of purchase requests or contracts and the date of the last update will appear as applicable. Customers are also encouraged to call the DLA Call Centers (1-800-DLA-CALL) if automated tools do not meet their information requirements.



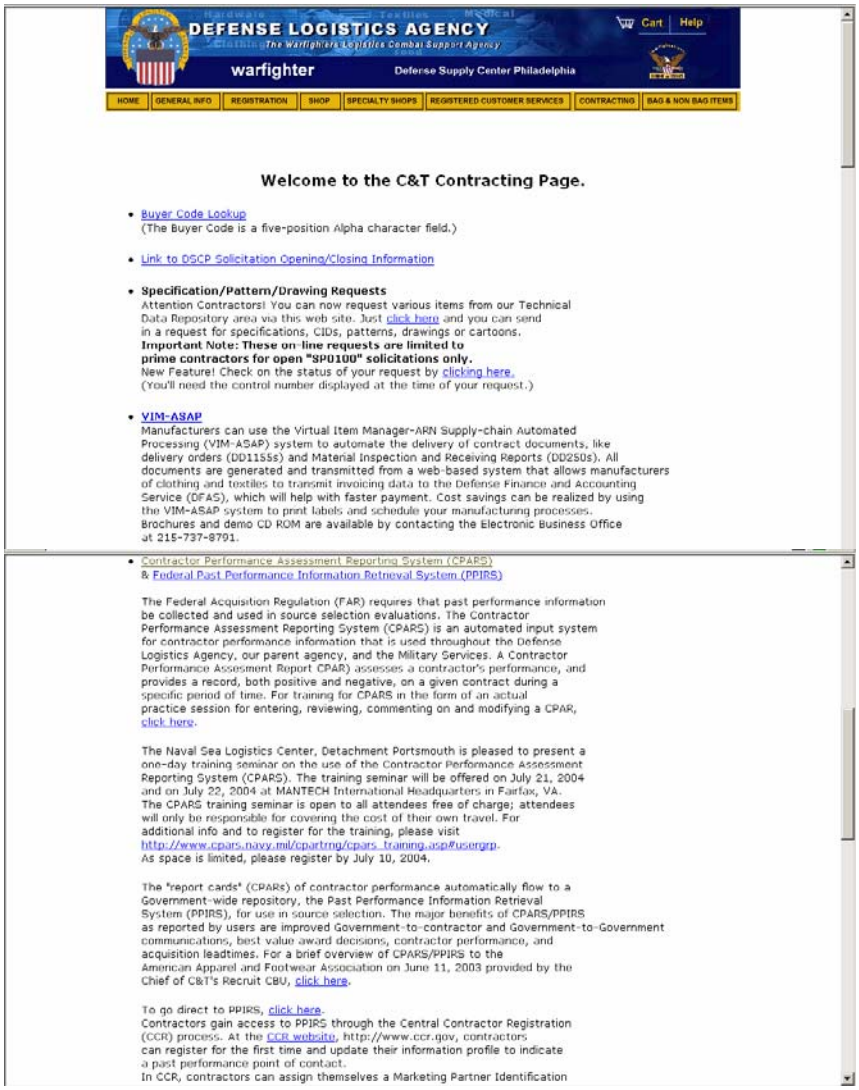
In this instance, the only data that appear are Item Manager contact information. Information could contain "get well dates", possible substitutes, etc.



warfighter.dla.mil Main Menu Bar
Contracting

Click on area of interest

Contracting Information: Contains link to DSCP solicitation openings and closings; provides information on Contractor Performance Assessment Report System (CPARS); the DOD Procurement Gateway; North American Industry Classification System codes; common invoicing errors by contractors; advanced C&T Business Practices; how to do business with C&T; C&T's Value Engineering Program; shipping address locator; Defense Contract Management Center's (DCMC) Internet listing of DCMC personnel associated with every DCMC administered contractor, and multiple contracting reference links



warfighter.dla.mil Main Menu Bar
Contracting, continued

Contractor Demand Query: Provides item demand history for use by contractors under current contracts with C&T; offers demand history for the present and four previous quarters and is searchable by either National Stock Number (NSN) or Procurement Grouping Code (PGC). Contractors must register to obtain user ID and password.

Forecast to Industry: Provides forecasts of DPSC Clothing, Textile, Equipment and Footwear procurements from April 04 through September 04 that are $100K or more per quarter.

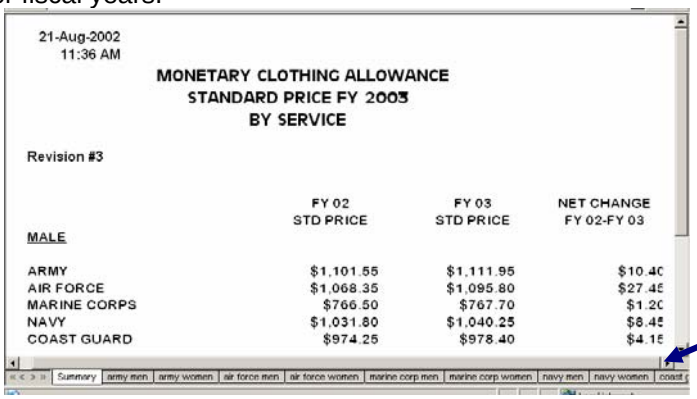
Electronic Commerce (EC): Provides EC points of contact; prompt payment information, discusses Virtual Item Manager – Apparel Research Network Supply-chain Automated Processing (VIM-ASAP) and Wide Area Work Flow (WAWF). Lists several EC information links.

Specification/Pattern/Drawing Request: This on-line feature is limited to prime contractors for open "SP0100" solicitations only. All other requests should be directed to the appropriate Contracting Officer. You can request multiple documents by using the "Special Instructions" block.

warfighter.dla.mil Main Menu Bar
Bag and Non-Bag

From this page find latest info on "bag" items, unit prices and allowances or pricing points of contact

Bag Item (Monetary Clothing Allowance) Information: This screen lists summary cost data for all services and provides a comparison (cost differential) of standard prices between the current and prior fiscal years.



21-Aug-2002
11:36 AM

MONETARY CLOTHING ALLOWANCE
STANDARD PRICE FY 2003
BY SERVICE

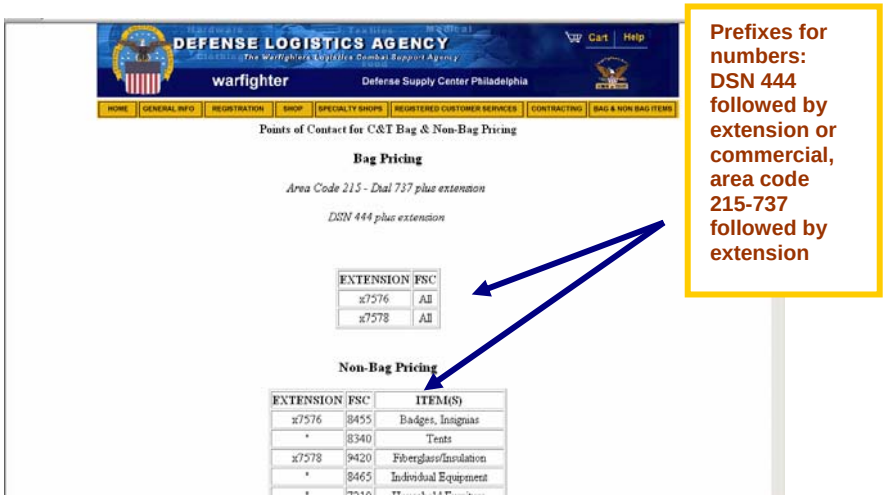
Revision #3

MALE	FY 02 STD PRICE	FY 03 STD PRICE	NET CHANGE FY 02-FY 03
ARMY	$1,101.55	$1,111.95	$10.40
AIR FORCE	$1,068.35	$1,095.80	$27.45
MARINE CORPS	$766.50	$767.70	$1.20
NAVY	$1,031.80	$1,040.25	$8.45
COAST GUARD	$974.25	$978.40	$4.15

Summary | army men | army women | air force men | air force women | marine corp men | marine corp women | navy men | navy women | coast

Menu bar provides access to bag item data by service and sex – shows items, allowances and unit prices

Bag and Non-Bag Pricing Points of Contact (POC): Screen lists bag POCs. Search for the non-bag POC through either the applicable Federal Supply Classification (FSC) code or item classification name.



Prefixes for numbers: DSN 444 followed by extension or commercial, area code 215-737 followed by extension

Frequently Asked Questions

1. **What is warfighter.dla.mil?** warfighter.dla.mil, formerly warfighter.net, is an on-line catalog and order fulfillment system as well as a robust information resource maintained by Clothing & Textiles (C&T), a component of the Defense Supply Center Philadelphia (DSCP). DSCP is a primary level field activity of the Defense Logistics Agency. Anyone, any time, anywhere in the world, can check the latest information about the more than 8,000 Class II items offered for sale. Only registered users can place orders (requisitions) directly on line, speeding up their requisitioning processes and obtain more in depth item information, such as requisition status or delivery information.

2. Who uses warfighter.dla.mil? warfighter.dla.mil is a web site, so anyone with access to a web browser may view the contents of our catalog. However, ordering and other stock related transactions are restricted to registered users. . warfighter.dla.mil accepts registrations from authorized military organizations and from other authorized Federal or State Government agencies. So, as long as you have a valid Department of Defense Activity Address Code (DODAAC), you can easily register with warfighter.dla.mil and use it to order on line. We also have some registered users who use warfighter.dla.mil to facilitate other on line stock-related transactions such as checking stock availability, requisition or delivery status or to submit or trace status on Supply Discrepancy Reports. See questions #39 through 41 for additional information on DODAACs.

3. What payment methods does warfighter.dla.mil accept? Depending upon the customer's stated preference; warfighter.dla.mil accepts MILBILLS or the Government purchase (credit) card. Accounts will be billed at point of sale.

4. When does warfighter.dla.mil bill the credit card customer? All customers' credit card accounts will be billed at point of sale. This means that in some cases, if there is a stock outage, or a delivery delay, you may receive your monthly credit card bill before your order is actually delivered. **Customers are strongly urged to gauge item availability prior to placing a credit card order by checking stock on hand.**

5. How do I get an account with warfighter.dla.mil? Logon to warfighter.dla.mil, access the user registration page and enter the required information. For MILSBILLS and Government purchase (credit) card customers, warfighter.dla.mil requires you submit your name, organization, address, email address, commercial phone number, including area code, FAX and DODAAC. After you confirm and submit all required data, a screen will appear showing your user login id (which you established) and a temporary password. Normally, within forty-eight hours, or on the following business day, you will receive an email confirmation that your registration has been accepted by the warfighter.dla.mil system. The email provides instructions on how to log on to warfighter.dla.mil and change your temporary password.

6. I am authorized and trained to use a Government purchase (credit) card. What do I have to do to use it for all my purchases on warfighter.dla.mil it? Upon registration you will select credit card method of payment and enter credit card information that is to be applied to your purchases.

7. What happens if my credit card is rejected or declined? warfighter.dla.mil has agreements in place with the Treasury Department's Financial Management Service (Pay.gov) and Mellon Bank. Your card will be processed through these agencies and verified. It is possible that your card may be rejected or declined for a variety of reasons: credit card limitations (daily/monthly), insufficient funds, expired card, duplicate action, invalid card, missing data, processing error, improper card format, etc. If the card is declined, the system will generate a specific message explaining action to be taken. If you exit the system without placing an order, warfighter.dla.mil will save your shopping cart for future use. Check under "Composing" to retrieve the order.

8. How soon after I register can I place an order? Normally, you can start ordering as soon as you receive email confirmation that your registration has been accepted. Log on, click on "Cart" link at top right corner of the page. Follow the prompts to change your temporary password.

9. You mentioned something about getting a temporary password. Be more specific. When you register you will receive a temporary, generic type password, which you will have to change when you log on to warfighter.dla.mil for the first time. Since warfighter.dla.mil is a military site, DoD password rules apply. All passwords must have at least 8 characters. Passwords must contain characters from at least three (3) of the following four (4) classes within the password.

Description	Example
Upper case letters	A, B, C, …Z
Lower-case letters	a, b, c, …z
Numbers	0, 1, 2, … 9
Special Characters	Such as punctuation symbols (“.’:;?!?/)

Passwords may NOT contain your login name or any part of your full name. Passwords will expire every 90 days and the system will remember your last two (2) passwords, so they cannot be reused. Examples of valid passwords: Pxy999a or new4you# or not4Sale.

10. What do I need to order from warfighter.dla.mil? First of all, you’ll need access to a web browser. Supported browsers include IE 5.1 and 5.5 with Virtual Machine (VM) 3240 and Netscape 4.7. Internet Explorer can be downloaded from www.microsoft.com. Netscape can be downloaded from www.netscape.com. You’ll also need an Internet email address so that we can send you confirmations, etc. And you'll need to register and obtain user ID and password for your account on our system. System requirements include:

Minimum Screen Requirements

- Resolution: 800 x 600
- Colors: 256
- Monitor Size: 15” or larger

Minimum RAM Requirements --- 32 MB or higher

Minimum Processor (CPU) --- Pentium or faster

Minimum Remote Access Requirements --- 56 KB or faster

Minimum Hard Drive Space Requirements --- 1GB

It is also wise to ensure that the setting for your browser is marked to check for updated versions of the page each time your visit.

11. Sometimes it takes warfighter.dla.mil a long time to load. Why is that? You may experience some slowness when the page is loading if you are using less that a 56K connection speed. Check out the response to question #10, which lists minimum system requirements.

12. What Internet Explorer settings can I use to speed up my Internet Performance? To optimize your speed, it is wise to check your Internet Explorer settings occasionally. Here’s how:
First, **Select Tools, Internet Options:** In the center of the dialog box, under Temporary Internet Files section, **click** on the ‘**Settings’** button. Make sure your **radio button** is set to ‘**Every visit to the page’** and then **click OK**. Next, **click** on **‘Delete Files’** button. You will get a pop-up window where you will **click OK**. This may take a few minutes. Lastly, **click** on **‘Delete Cookies’** button. You will also get a pop-up window here. **Click OK**. This too may take a few minutes. Once you have finished, **click OK** and you are done.

13. What are user preferences? How do they speed my order process? How do I register them? You can make your shopping as simple as selecting the item, the quantity and hitting “Checkout”! After you log on, go to the menu bar; click on “Registered Customer Services”; then click on “Preferences”. Follow the prompts and enter your MILSTRIP data, such as Media/Status Code, Signal Code, Fund Code, Supplementary Address, Project Code or Distribution Code. Once registered, warfighter.dla.mil will automatically pre-populate all your orders, saving you data entry and edit time and minimizing data errors. *NOTE: You will always maintain the ability to override / edit the data before submission, if necessary.*

14. Is there a time out on warfighter? Also, what happens to my order if my browser shuts down, or there is a power failure? If there is no activity on the site for sixty minutes, warfighter.dla.mil will automatically time you out and shut down. However, your orders will not be lost. You would have to log on again if you still have business to conduct. To retrieve your order, after you log back on, go to “Shop” on the menu bar; click “Composing” to select your unfinished order. Once retrieved, it can be edited and submitted. The same thing applies if there is a power outage.

15. Does warfighter.dla.mil ever advertise special buys?? Where can a customer find info on some great deals? Check out “What’s Hot!” on our homepage. In addition to special interest items, you will also find the latest edition of Clothing & Textiles’ monthly newsletter called **The Clothesline**. **The Clothesline** is your best source of information on new items, special price reductions, problem items and estimated get-well dates and for some problem items, various substitutes. Smart shoppers consider **The Clothesline** required reading. Current and past issues can also be found on the main menu under the “General Information” button.

16. How can I search your catalog? At our home page, you’ll see a box labeled “Quick Search”. Enter a keyword, a national stock number, a description, a military specification number or a procurement

grouping code. You can limit items returned by defining your search by using service (s); e.g. coat desert Army Air Force. Commas are not required to delineate your search. If you have a problem, try the synonym search. To speed your search process, we suggest you include all desired parameters in your search. Remember, to order an item, you must be registered. Once you have logged on and are in a shopping mode, you will see a search block throughout the shopping process.

17. warfighter.dla.mil advertises "Specialty Shops "; what are they? Specialty Shops are unique, mini-catalogs that focus on a specific customer demographic. They're intended to speed your shopping and make it easy to order just the "right" item. Based upon customer input, the number of these shops keeps growing. Current shops include: Base Camp (tentage items), Chaplains' Corner (ecclesiasticals), Fighting Footwear, Navy Aviators, Aircrew Cold Weather Clothing System (ACWCS) Components, Combat Vehicle Crewman (CVC) Components, Law Enforcement, Extreme Cold Weather Clothing System (ECWCS), Special Footwear, and the Gym Bag (physical fitness uniforms). We also support ROTC Market Baskets, which contain the full array of uniform needs for the Air Force, Army and Marine Corps programs. As a single user, you can create your own "mini specialty" shop by creating a template of the items for your special program, project, unit or individual and save it as a "stored order", which you can retrieve and use over and over. See responses to questions # 26, 27, 28 and 29 for additional information on "stored orders".

18. Think I found the item, but need more information. How do I get it? Along with an extended item description, using services, specification number and UPC data. We also provide Contact Information to obtain specific item data. Depending on the urgency of your buy, either call the Item Contact Information Point, who can provide you with any additional item info you may need, or go to the "Registered Customer Services" on the menu bar and click on "Item Manager's Notes – Virtual Page Application (formerly "SIMI" notes). Enter appropriate item information: NSN or Procurement Grouping Code.

19. What about sizing questions or item availability, can the Contact Information Point help me with that, too? Of course, the Item Contact Information Point will be able to obtain that data for you. Another method for use by registered customers is to go to "Registered Customer Services" on the menu bar and click on Item Manager's Notes on the Virtual Page Application for added information. That data may be obtained at the Procurement Grouping Code level or by NSN.

20. If I have general comments, concerns, suggestions or complaints about Clothing & Textiles (S9T) items or service, how do I cut through the red tape and get someone to listen? Reach us through the C&T Feedback program. All comments coming in through feedbackct@dscp.dla.mil have high visibility and are guaranteed a prompt, thorough response. As a matter of information, C&T's Senior Management closely monitors all customer feedback comments along with our responses.

21. If I need help either ordering or canceling a requisition, who can help me? You have options. Click on the "Help" buttons at the top of each page or go to menu bar and click on "General Info". The drop down menu will give you access to the online Users' Manual, the Frequently Asked Questions (FAQs), and specific info – by Service - on how to order flags, guidons and streamers. Of course, you can always call warfighter.dla.mil; in the continental U.S. you can call us toll-free weekdays at (800) USCLOTH [(800) 872-5684] or (215) 737-8349 (or DSN: 444-8349) from 8:00 am to 5:00 p.m. EST. You can also reach us via email at warfighter@dscp.dla.mil. At any time – 24/7, especially during off hours or on the weekend, for requisition cancellations, emergency requisition placements, status, etc. call the DLA Customer Contact Center. Call toll free at 1-877-DLA CALL (352-2255), or DSN 932-77-66 or commercial at (269)961-7766.

22. If there is a special situation regarding the item I want to order, e.g. you're out of stock, or if the Item Manager is controlling issues etc., how can I tell? Registered users can obtain item manager notes through the Virtual Page Application, formerly called "SIMI" notes, by accessing the "Registered Customer Services" on the menu bar. Click on "Item Manager Notes – Virtual Page Application". Enter national stock number or procurement group code for the item (s) of interest. Application will return item manager notes on areas such as: new item introductions, backorders, freeze codes, manager review codes, substitutions, replacements, quality issues, etc. Brief explanations, including estimated get-well dates, are generally provided. This link accesses the latest item information to help you to make an informed purchase decision. You can also call the Item Contact Information Point.

23. You say customers may search for an item by Procurement Group Code. What is that? A Procurement Group Code (PGC) is an internal 5 digit numeric code that DSCP uses to group individual sizes of a standard generic item (e.g. Coat, Cold Weather, Woodland Camouflage). Integral to our

acquisition management they provide the means by which we consolidate planned buys and eliminate the need to make separate purchases for individual sizes of an item.

24. Throughout the ordering process, there are a very few places that require specific data entries. How do I figure out what these are or what the order entry codes are? Usually those elements are underlined indicating that you can click on them and that link will bring you directly to the specific explanation or codes. You can also check out the link for the DLA Customer Assistance Handbook by going to warfighter.dla.mil main menu bar and click on "General Info". Link follows: http://www.supply.dla.mil/CustomerHandbook/index.asp. Anytime you're stumped, click on the underlined element for help.

25. Noticed something called Quantity Unit Pack (QUP). What is it? Will that affect my order quantity or billing in any way? QUP helps us determine optimum packaging requirements. Our legacy system performs this check on each stock number. If it looks like the system will round up the quantity you ordered based upon the QUP check, warfighter.dla.mil will display a warning message advising that quantity will be adjusted upward. warfighter.dla.mil then automatically enters "Advice Code 27" to specify exact ordered quantity. However, if you choose to receive the QUP quantity, you can edit/override the advice code.

26. warfighter.dla.mil advertises something called "Stored Orders". What are they? How do they work? Can I save mine and use it again and again? Stored Orders are basically a "parked" shopping cart – or a shopping template – that contain all the repetitive items you purchase for a specific project, unit, individual, etc. They are designed to give you great flexibility and shorten your shopping time. After you register and log on, go to the menu bar and click on "Shop". Create your Stored Order as you would a normal shopping cart. However, after you complete your cart, you save it as a "Stored Order". Be sure you see the advisory note that indicates your cart has been saved as a Stored Order. Give the Stored Order a name or title, e.g. Unit 123 or Project ABC, etc. Save the name.

To retrieve a "Stored Order", log on and go to "Shop" on the menu bar; click on "Stored Order". When the file appears, click on the "Stored Order" of your choice. Once it appears, click on "Create Care from Stored Order". A new order number will appear and at that time you can click on "Checkout" if there are no changes to make or you can edit the Stored Order by adding or deleting items or by changing quantities. Any changes you make will affect only the current shopping cart. Once you complete your shopping cart, click on Checkout. Your new order will be processed but your original Stored Order will return to file for future use. In effect, you have created your own, personal specialty shop that has been tailored to your unique repetitive needs.

27. Is there any limit to the number of "stored orders" a customer can create? Is there any limit to the number of items that can be placed in a "stored order"? The number for both is unlimited … unlimited "stored orders", unlimited items in a stored order cart. However, if the number of items in your shopping cart exceeds three hundred (300), you may experience a slight delay in processing.

28. I place repetitive orders for several individuals within my unit. Are you telling me, then, that I could name my "stored orders" with their names? Yes, name your "stored orders" for individuals, for a unit, for a specific project, function, etc.

29. Is there certain information that applies to entire shopping cart; e.g., DODAAC, MILSTRIP data, such as Fund Code, Priority Code, and Project Code; Billing Method and Shipping Information? Yes, there is. When you create your shopping cart, all of the information cited above will apply to the entire cart. Therefore, if any of these entries vary for items In your shopping cart, you must create a separate cart for those items. As an example, if item #1 is for project code 123 and item #2 is for project 456, you must use a different shopping cart. What this means is that the item requisitions in your shopping cart will all carry the same DODAAC, use the same Fund Code, the same Priority Code, the same Project Code, be billed using the same method – MILSBILLS or Government credit card, and be billed to the same address. Anything that required different data will cause you to create a separate shopping cart or stored order.

30. Does warfighter.dla.mil provide any kind of order confirmation? Immediately after you place your order, we will send you a confirming email that provides your order number and total transaction dollar value. Information on how to obtain order status is included as well as your billing method (MILBILLS or Government purchase (credit) card) and shipment address. For order status – anytime after twenty-four hours, you will need your order number. Go to the main menu of warfighter.dla.mil, click on "Shop", "View Approved Orders". Look for your order number and click on it to see all the specific requisition document

numbers. Included will be the items, sizes and quantities ordered, unit prices, and total cost. *REMEMBER: You have to wait 24 hours to obtain order status.*

31. Once I've ordered from warfighter.dla.mil, how can I check my order, in other words, my requisition status? Twenty-four hours after an order is submitted, MILSBILLS or Government purchase (credit) card customers can click on the hyperlink in their confirmatory email; or log on and click "Registered Customer Services" and then click on "Requisition Status". A page with your DODAAC will appear. At this point you can decide if you want to search status on requisitions over an extended period of time or for a specific Julian date. You can check by Project Code, by Supplementary Address, by Status Code, by Required Delivery Date and by full or partial National Stock Number. Abbreviated search results showing status will appear. For an explanation of the status code, just click directly on the status code for a link to definitions. For a detailed status of your order, click directly on your requisition number. If the item is in "SS" status, meaning it was shipped, click on "track shipment" to obtain delivery status. Note: The system also allows you to request your data in Excel Spreadsheet format.

32. Is there any way I can track shipment on my order? Sure, at the same time you're checking requisition status, if the item is in "SS" status, meaning it was shipped, click on "track shipment" to obtain delivery status, or if you prefer, call the DLA Customer Contact Center 24/7 toll free at 1-877-DLA CALL, DSN 932-7766 or commercial at (269) 961-7766.

33. My method of payment is MILSBILLS. Items I order are delivered to my DODAAC default shipping address. I'm not physically located at that address. What can I do to ensure delivery of warfighter.dla.mil goods to me? As soon as your order is received, warfighter.dla.mil will send you an email confirmation. We strongly urge you to copy that message and provide it along with your contact information to the personnel at your shipping/receiving point so that they can notify you when your shipments arrive.

34. Saw something about "Legacy System Interface" or LSI. What is it? LSI is a powerful management and information tool. It provides instant access to your requisitioning history in either ASCII (the actual 80-card column MILSTRIP image) or in plain text. You specify the date … one day or a period of your choice. It's easy to determine just what and how much you ordered over any specific period of time. The data can be copied to a clipboard or disc and used however you need it. LSI reflects every requisition you submitted to warfighter.dla.mil, including those that have been cancelled or rejected.

35. What is a maximum release quantity (MRQ)? The MRQ is the maximum quantity of stock authorized for issue against a single requisition without item manager review action.

36. OK, I got the items, but you shipped either the wrong item or the wrong quantity… now what? Oops, we do make mistakes. For MILSBILLS and Government purchase (credit) cards, warfighter.dla.mil provides for the submission of an on-line supply discrepancy report (SDR) formerly known as RODS. If you're checking status, and the item is in "SS" status (shipped), there will be a button to the left of the line. Click on the button and it will take you directly to the SDR submission page. Or, if you prefer, click "Registered Customer Services" on the menu bar; then click on "Submit Supply Discrepancy Report" and follow the easy instructions. Another option is to call the Customer Service Office, DSN 444-5127, (215)737-5127, Fax (215) 737-3806 can help you with general questions concerning any specific SDR, such as tracking it or its status.

37. It wasn't your mistake. It was mine. I either ordered the wrong size, the wrong color, the wrong item or the wrong quantity. Help me! OK, so you're not perfect either. Since it was your error and not ours, it falls under the guidelines of the Materiel Returns (or FTEs) Program. Follow the FTE process and submit your document to the item manager. If you are unsure of the process, or do not have the means to submit an FTE transaction, search the catalog for the item to obtain the Item Contact Information Point; then call to get instructions.

38. Oops! I forgot my password and or my user login name… Now what?? There are 2 ways to get help. One way is to click on Shop at the warfighter.dla.mil main menu. When the logon screen appears, you will see a script that asks if you "forgot your login info". Click on it and follow the prompts. You will be asked to enter the "special" name you provided as "Mothers Maiden Name" when you registered. Another is to go to main menu; click on "Registration"; then click on "Forgot Your Password?"; and follow the prompts as cited above.

39. What's a DODAAC? A DODAAC is a Department of Defense Activity Address Code. It is a six-digit alphanumeric code that uniquely identifies your unit, activity or organization that has the authority to

requisition and / or receive materiel. It supports the Defense Transportation Payment Program. The first digit is a service code (e.g., "N" represents the Navy), so many folks think of it as a five digit Activity Address Code. If you've ever submitted a requisition to us (or to another DoD purchasing activity), your DODAAC is the first 6 characters of the Document Number. There can be up to three distinct addresses associated with each DODAAC: the TAC1 (mailing address / mandatory); TAC2 (ship to (freight) address) and TAC3 (billing address). If there is no TAC2 present, warfighter.dla.mil will use TAC1 as the shipping address.

40. How can I find or correct my DODAAC? Go to your DODAAC Service Point : *http://www.dscr.dla.mil/PC9/G_info/dodaacservicepoints.htm*

41. How many DODAACs can I register for my account? At the time of on line registration, you may register your primary DODAAC and then add up to 4 more DODAACs. If that is insufficient for your needs, you can register more DODAACs by calling the warfighter.dla.mil administrator at 1-800-USCLOTH to register an unlimited number of DODAACs.

42. What's a document number and what does it do? A document number is a 13-digit alphanumeric entity that uniquely identifies your requisition in our system, and allows you (and us) to track its status. It consists of the 6 character DODAAC, a 4 digit Julian date, and a 4 alphanumeric serial number. Typically the Julian date represents the date you submit your requisition, and the serial number is usually assigned sequentially. For example, the first requisition for a day might have a serial number of "0001", the second "0002", etc. However, many activities have other conventions for assigning serial numbers.

43. What's a Julian date? There are several definitions of "Julian date." Here is ours: a 4-digit number consisting of the last digit of the year followed by 3 digits representing the number of days since the beginning of the year. For example, 5001 is January 1, 2005, and 4366 is December 31, 2004.

44. My browser tells me you're trying to set a cookie on my computer. What's a cookie and why do you want to put one on my system? Cookies are one method of communicating between a web browser and a web server. We use session cookies to speed up the browser/server process. For example, when you log on to warfighter.dla.mil, our server tries to set a cookie on your system to identify you as an authorized user. For the duration of that session, our server uses the cookie to validate your account, rather than looking up your account in the database for each page access. The life of the cookie ends with your session. If you choose to disable the cookie, warfighter.dla.mil will still work but each page might take a second longer to load. You'll miss out on a few bells and whistles but not any critical functions.